Trio Program Guide

User's Manual
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Trio Program Guide User's Manual
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Chapter 1: Your Trio Program Guide

Welcome to your new Trio Program Guide. The consistent look and feel is designed to work specifically with High Definition televisions and the way you watch TV. New features and simplified navigation make it easier to find the programming you want when you want it – whether it's live, On DEMAND or recorded to a DVR.

The starting point for everything in the Trio Program Guide is the **Main Menu**, which is launched by pressing the MENU button or the LEFT or RIGHT arrow on the remote control. From there, you can browse the TV listings or On DEMAND, search for programs or change the guide's settings.

Once in the Trio Program Guide, navigating your choices – from watching a program to personalizing the settings – is incredibly consistent. It's as simple as pressing the UP, DOWN, LEFT and RIGHT arrows. The only other remote control buttons required for seamlessly navigating all areas of the Trio Program Guide are the SELECT, A, B, C and EXIT buttons.

We've also added a number of shortcut buttons to the remote control. The GUIDE, ON DEMAND and SETTINGS buttons take you directly to the TV listings, On DEMAND program choices and settings, respectively, without going through the Main Menu.

You can also browse channel listings without leaving the show you are watching by pressing the INFO button on the remote control. An **INFO Banner** will appear across the bottom of the screen that lets you find out what is playing on other channels or later in the day. Simply press the UP, DOWN, LEFT and RIGHT arrows to navigate. For more information on INFO Banners, turn to Chapter 3.

You can **Change Guide Views** with the Trio Program Guide. From within the guide, pressing the GUIDE button will switch the listings from List View to Grid View. Pressing GUIDE repeatedly will let you see Theme-based programs, HD channels, Favorite channels and eventually returns you to live television. Turn to Chapter 3 for more information on this feature.

The Trio Program Guide features a **Universal Search** function that lets you run one search to quickly find all the programming available through TV, On DEMAND, Pay-Per-View and even items saved to your DVR, if one is connected. In addition to traditional title searches, you can search for new programs by keyword or by your favorite actors or directors. Searches can be saved and re-used to find new content as it becomes available. To learn more about using Universal Search, turn to Chapter 9.

The new **Browse Related** feature is a powerful way to look for new programs that might interest you based on the programs you already watch. Beginning with a program, genre, actor or director, this function finds other shows and movies that fall into the same category or feature the same cast or crew members. To learn more about using Browse Related, turn to Chapter 2.

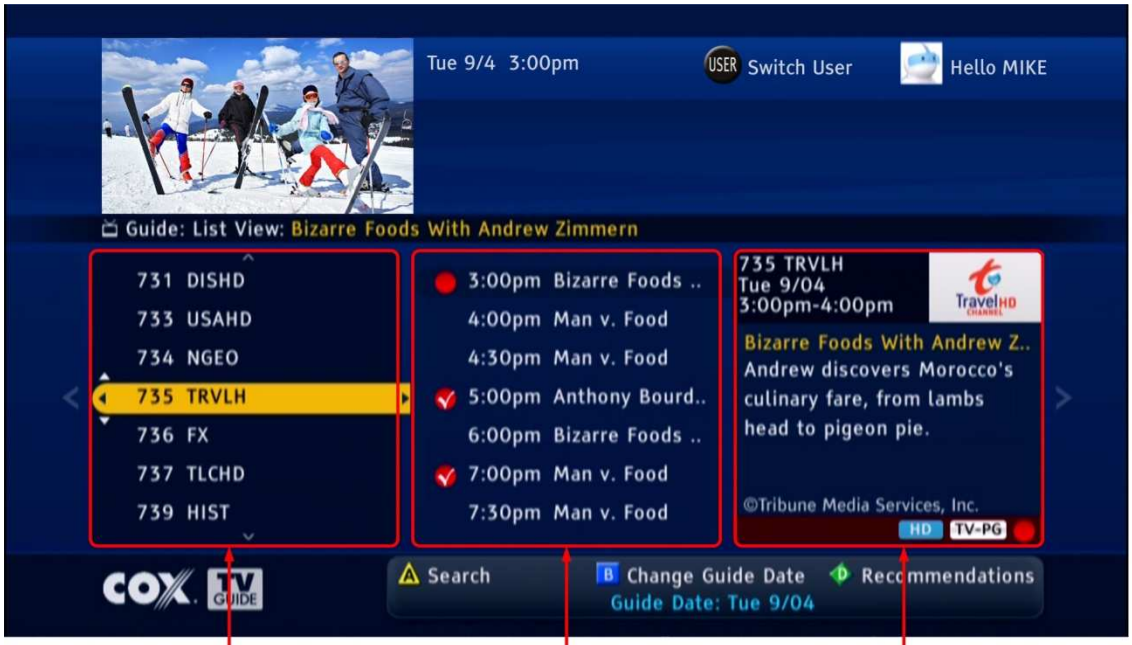
To make browsing On DEMAND seem more like a trip to the video store, we have added a new feature that lets you **Browse Movie Posters**. With the press of a button, On DEMAND can switch from an ordinary list of available movies to a view of the posters or cover art that came with the movie's release. See Chapter 4 for more information about On DEMAND.

Each family member can personalize their TV watching—from setting a personal list of favorite channels to customizing certain features of the guide—with the new **Users** feature. For more information on setting user profiles and other settings, see Chapter 10.

A Visual Orientation to Cards

To get you to your programming faster, the new Trio Program Guide puts program information into columns, called cards. Each screen has three cards. Most cards contain a list of channels, program titles or similar information. Other cards offer information such as instruction or program summaries. Throughout this guide, we have defined cards by the kind of information it contains – channels, programs or action items – or by its position on the screen – left, center or right.

In the image below, the Channels Card on the left shows available channels, the Programs Card in the center shows upcoming programs, and the Summary Card on the right gives a brief description of the highlighted show. In this image, the Channels Card is in focus. It's a little darker and has the yellow highlight bar over channel 703.



Card on the Left

In this document, we call cards by the information it shows, so, in this image, it is the Channels card.

Card in the Middle

In this image, this is the Programs card. Use the arrows to get to this card and select a program.

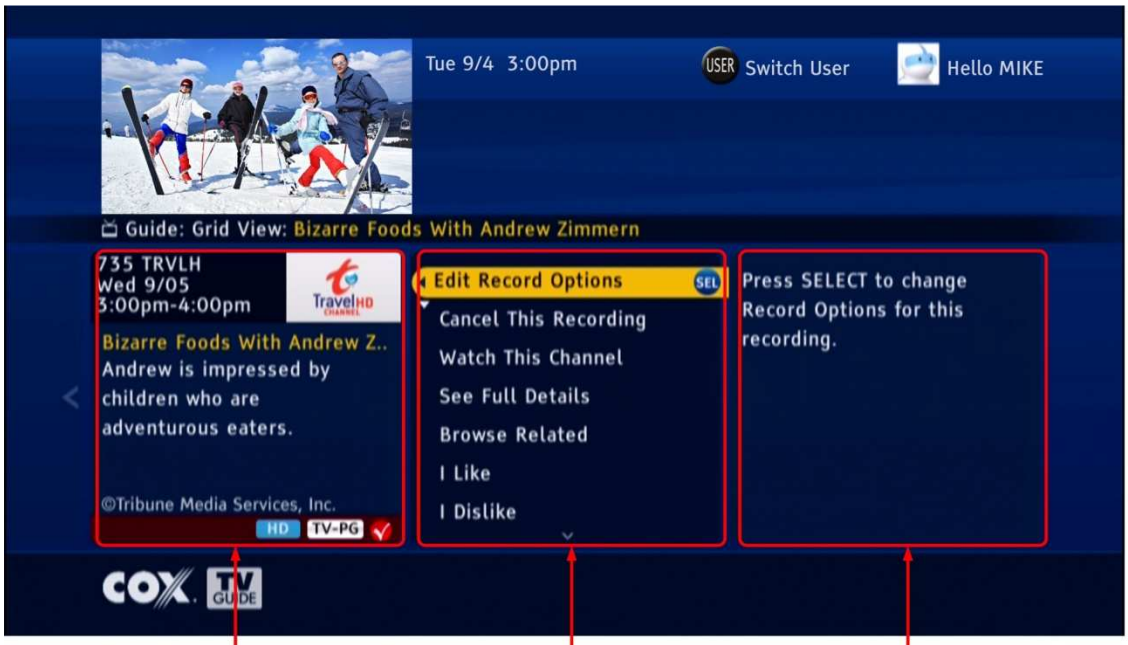
Card on the Right

In this image, this is the Summary card. No functions are available on the Summary card.

Moving from one card to the next is very simple. Use the RIGHT and LEFT arrows to move between cards. Every time you press one of these arrows, a new card will come into focus. The card will become a little darker and the yellow highlight bar will appear at the top of the list on that card.

Use the UP and DOWN arrows, or PAGE UP and PAGE DOWN buttons to scroll through the information on any specific card. On most cards, the SELECT button works just like the RIGHT arrow.

As you move through the cards, using the arrow buttons to make your choices, you will see a second screen. Notice the Summary Card has moved to the right side of the screen. The card in the center is called the Actions Card. It lets you tune to your program or perform other functions such as watch a program preview. In the image below, the Actions Card is in focus and the highlight bar is over Watch Now.



Card on the Left

When you select a program, the card set shifts to the left, revealing a new card set. This is the Summary card.

Card in the Middle

The new center card is the Actions card, where you take actions on a program.

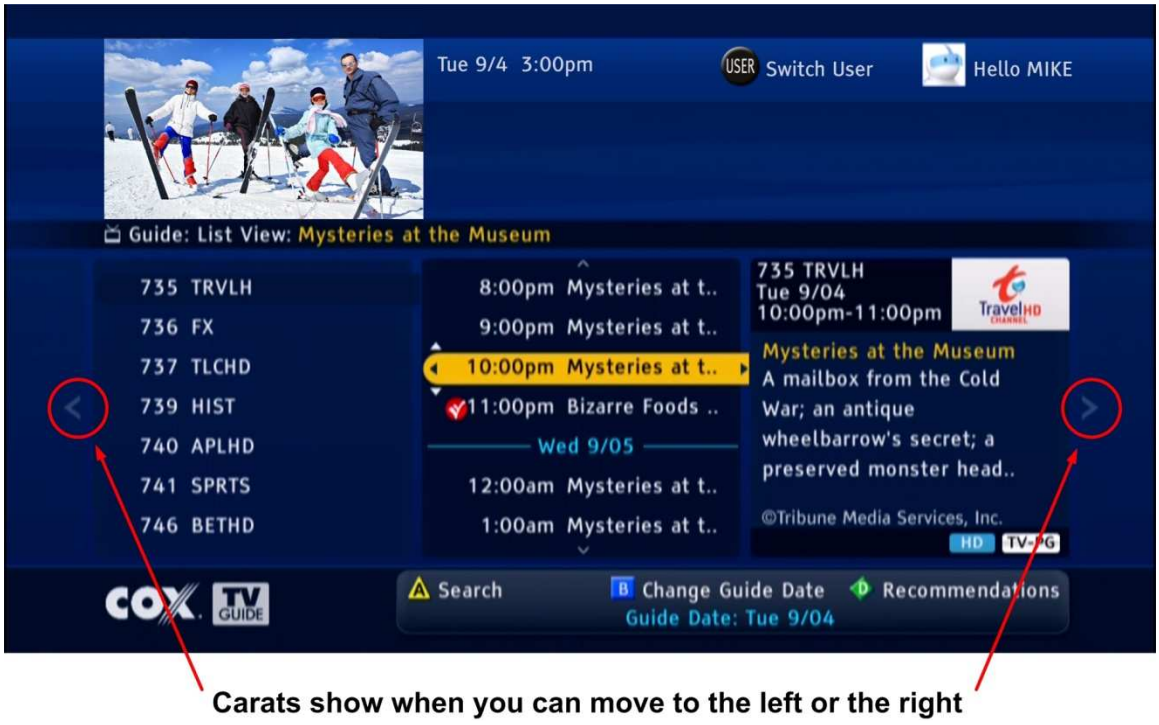
Card on the Right

In this image, this is the Instructions card. It offers instructions or other messages.

Navigational Clues

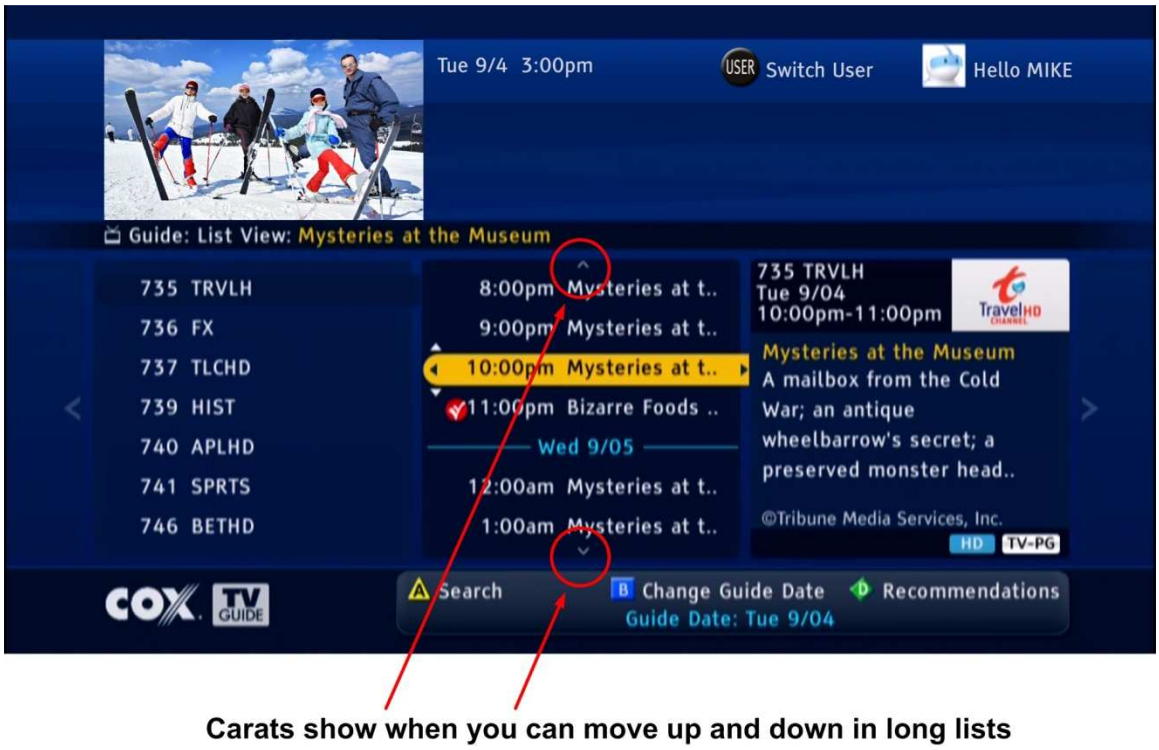
The Trio Program Guide offers a number of visual clues to help you move easily between screens and through the lists.

Carats signal when there are more cards to the left or right. Pressing RIGHT arrow will reveal the next set of cards to the right until you reach the final card. Pressing the LEFT arrow will reveal the cards to the left, or the Main Menu, depending on where you are in the Guide.



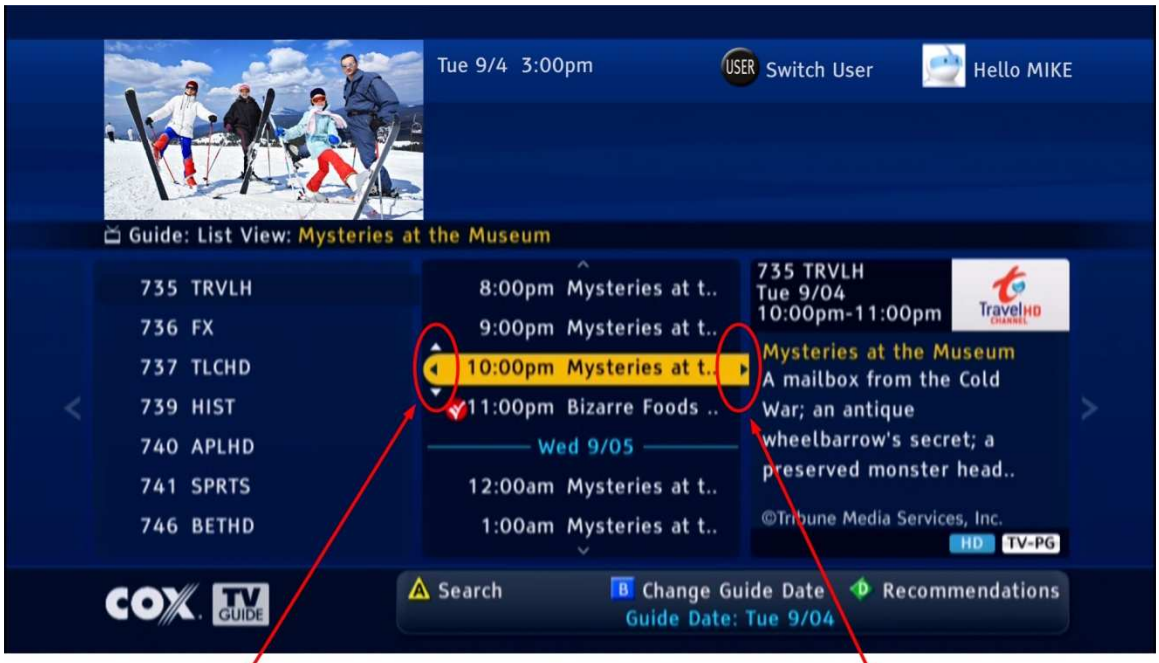
Carats show when you can move to the left or the right

Carats are also used in long lists – such as channels or programs - to indicate that there is more information above or below. These carats only appear when the card is in focus – when the card's color is slightly darker and the yellow highlight bar is present. Use the UP or DOWN arrows or the PAGE UP or PAGE DOWN buttons to scroll through long lists.



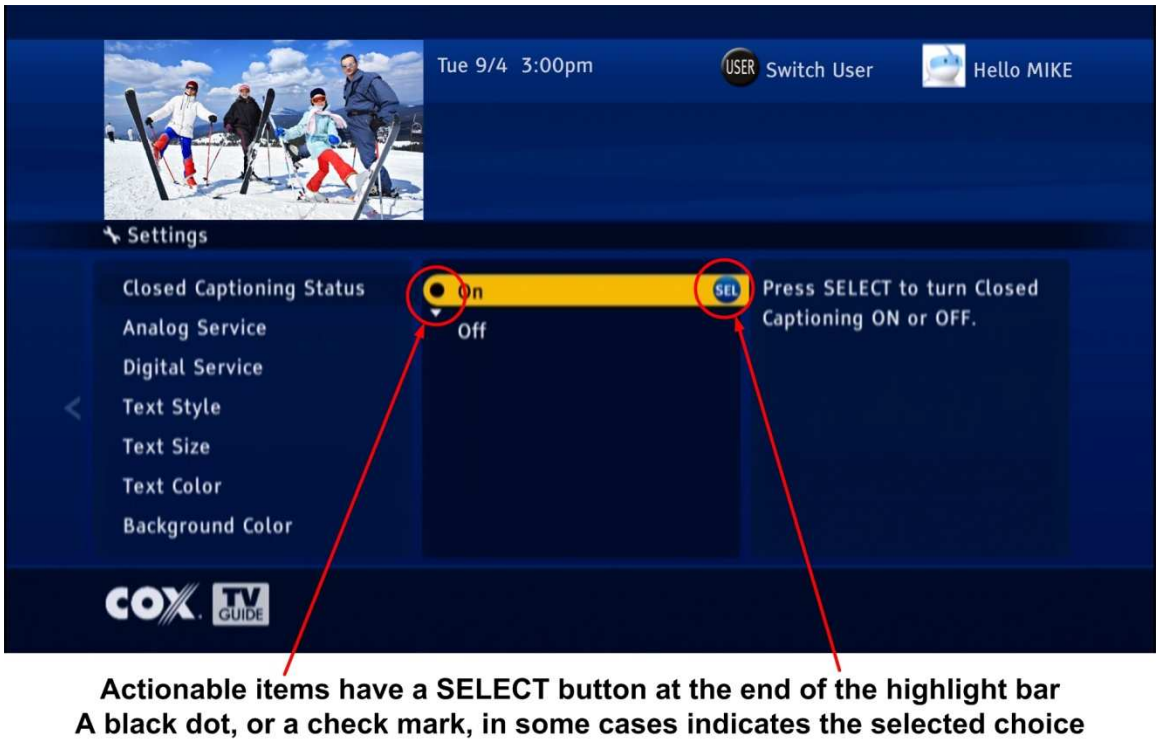
Carats show when you can move up and down in long lists

Arrows in the yellow highlight bar let you know that you can move up or down in the list, and right or left between cards. Use the UP and DOWN arrows to scroll through lists and the RIGHT and LEFT arrows to move between cards.



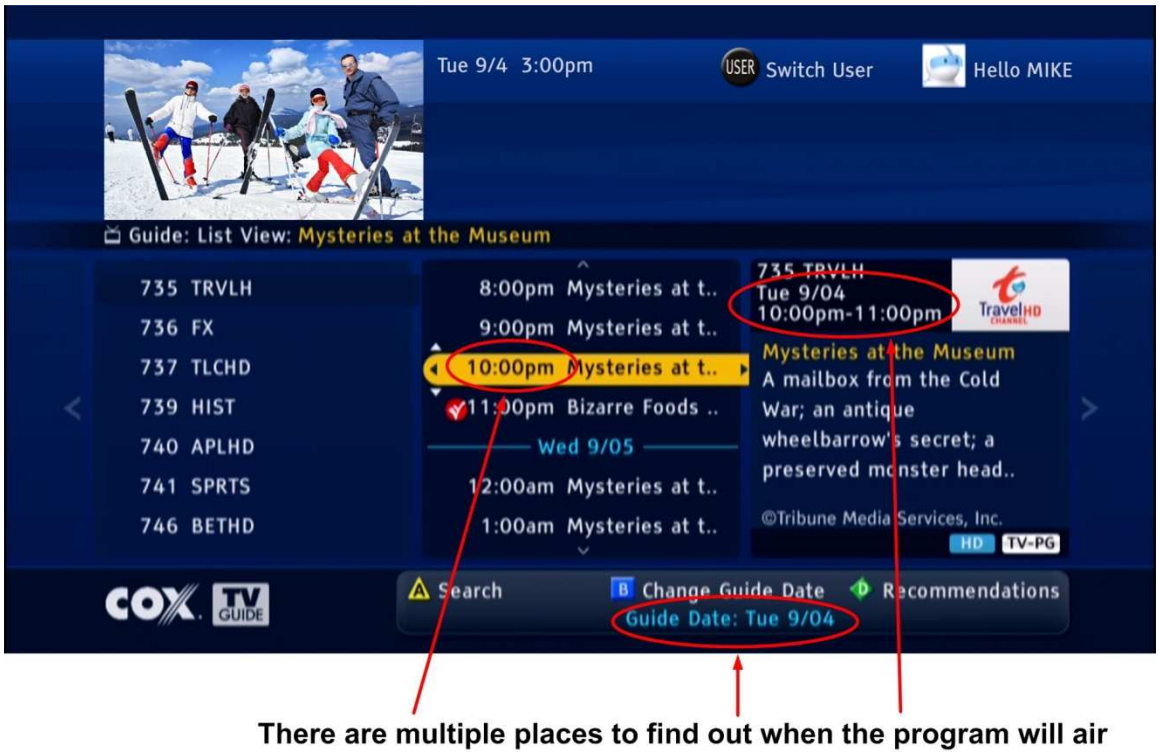
Arrows on and around the highlight bar show when you can move up and down in lists as well as right and left between cards

When an item is actionable – choosing a program or changing a setting – the right end of the yellow highlight bar will show a SEL button. Press SELECT to confirm, or UP or DOWN arrows to move to the next choice in the list. A black dot or check mark will appear at the right end of the yellow highlight bar when SELECT is pressed, indicating your choice has been registered.



Actionable items have a SELECT button at the end of the highlight bar
A black dot, or a check mark, in some cases indicates the selected choice

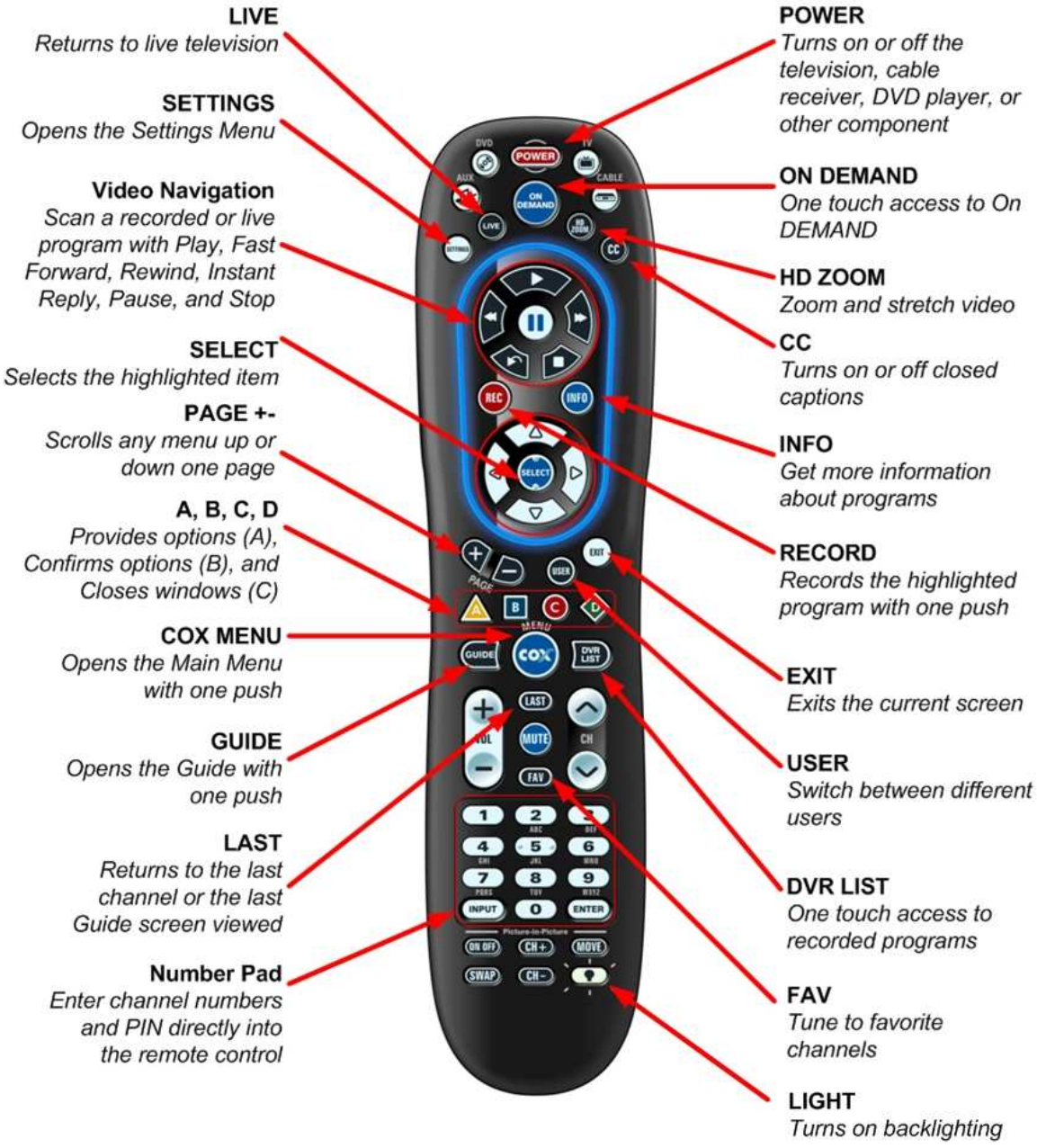
With the Trio Program Guide, you can browse, search, flag and record programs up to 14 days in the future. When looking for programs available in the future, there are several on-screen clues to help you see the day and date a program is scheduled to air.



There are multiple places to find out when the program will air

About the Remote Control

The image below shows a Cox remote and highlights the buttons that are discussed in this guide. Your remote control may appear differently, but button functions remain the same.


LIVE
Returns to live television
SETTINGS
Opens the Settings Menu
Video Navigation
Scan a recorded or live program with Play, Fast Forward, Rewind, Instant Reply, Pause, and Stop
SELECT
Selects the highlighted item
PAGE +-
Scrolls any menu up or down one page
A, B, C, D
Provides options (A), Confirms options (B), and Closes windows (C)
COX MENU
Opens the Main Menu with one push
GUIDE
Opens the Guide with one push
LAST
Returns to the last channel or the last Guide screen viewed
Number Pad
Enter channel numbers and PIN directly into the remote control
POWER
Turns on or off the television, cable receiver, DVD player, or other component
ON DEMAND
One touch access to On DEMAND
HD ZOOM
Zoom and stretch video
CC
Turns on or off closed captions
INFO
Get more information about programs
RECORD
Records the highlighted program with one push
EXIT
Exits the current screen
USER
Switch between different users
DVR LIST
One touch access to recorded programs
FAV
Tune to favorite channels
LIGHT
Turns on backlighting

Though your remote may include buttons for Picture-in-Picture, the new Trio program guide does not offer this particular feature.

About This Book

This manual will help you get started using the Trio Program Guide. It includes instructions for:

- Using the Remote Control
- Tuning to Programs
- Launching and Using the Guide
- Browsing Related Programs
- Displaying the Info and Channel Banners
- Using On Demand
- Searching for Programs
- Setting User Profiles
- Using Parental Controls
- Changing Other Settings

Chapter 2: Getting Started

This Chapter discusses ways to find channels and programs, watch live television, learn more about the program you are watching, change channels and open the Main Menu.

Watch Live Television

With your television and receiver (set top box) turned on, use the number (0-9) buttons to tune directly to a channel. Press ENTER or SELECT to go directly to the channel. Otherwise, the desired channel will tune in a second or two.

Change Channels

Tune to different channels by pressing the CHANNEL UP or CHANNEL DOWN button. You can also tune to different channels using the number (0-9) buttons.

View Basic Program Information

Press the INFO button once to see basic information about the current program. A Channel
Banner will appear at the bottom of the screen with the program title, a brief description of the program, its start and end time, program rating information, channel number and time/date information. Program guide symbols such as Favorite Channel, Skipped Channel, Locked Program or Purchased Program will also be displayed.

Anthony Bourdain: No Reservations
HD TV-PG
Thu 9/06
2:00-3:00pm
2:00pm
Tony explores the 1,100-year history of Prague and the city's new culinary landscape with the help of local experts.
735 TRVLH
INFO More Info

Press the Info button once to see basic information about a show.

View Detailed Program Information

You can see extended program information by pressing the INFO button a second time. Pressing INFO a third time will return you to full-screen video viewing.

Full Details
Anthony Bourdain: No Reservations
HD TV-PG
Prague. Tony explores the 1,100-year history of Prague and the city's new culinary landscape with the help of local experts. Rated TV-PG. Genre: Other/Travel.
Back

Press the Info button a second time to see full details.

Open the Main Menu

The Main Menu is the starting point for using the Trio Program Guide to find programs, view On DEMAND, search for other programs that might interest you and set personal preferences. There are several ways to open the Main Menu:

- Press the MENU button
- Press the RIGHT arrow.
- Press the LEFT arrow.

The Main Menu appears on the left side of your screen

Press EXIT, the MENU button again or the LEFT arrow to close the Main Menu.

Open the Actions Menu

While watching Live TV, the Actions Menu provides you quick access to the various actions associated with a program you are currently watching. To open the Actions Menu:

- Press the SELECT button while watching Live TV in full screen mode.
- Use the UP or DOWN arrow to highlight actions.

Press EXIT to close the Actions Menu.

Pressing the SELECT button while watching TV in full-screen mode displays the Actions menu.

Switch Users

The Trio Program Guide lets each member of the household set up a personal profile that allows him or her to personalize the viewing experience. The user profile includes the name of the user, the icon for the user, Favorite Channels, preferred Guide View, preferred Keyboard, and Saved Searches. To access this personalized experience, it becomes necessary for you to switch to your own user profile as you watch television. Depending on the remote control you may have received from Cox, there are two ways to switch users.

Pressing the USER button the remote control will display the current user. Pressing USER button repeatedly will switch between different users. Once you have found the user wanted to switch to, then simply stop pressing the USER button. The user displayed on the screen will be set up as the current user.

If you don't have a remote control that has a USER button, then see step by step instructions on switching users using the SETTINGS button in Chapter 10: Settings.

If you don't have any user profiles set up but wish to add them, please see Chapter 10: Settings.

Pressing the USER button on the remote control displays the Current User screen.

Repeatedly pressing the USER button will display different users.

Chapter 3: Guide

The Trio Program Guide is simple, consistent and easy to navigate, making it easier for you to find and tune into your favorite television programs and On DEMAND entertainment. It was designed specifically for High Definition televisions, giving it an advanced look and feel.

This Chapter introduces you to the Trio Program Guide and discusses different ways to find the channels and programs that interest you. This Chapter also introduces the new Browse Related function that allows you to find programs that are similar to the programs you like. Related programs may be in the same genre or share subject matter. They may also share actors and directors with your favorite shows.

The main sections in this Chapter are:

- Using the Guide
- Browse Related
- INFO and Channel Banners

Using the Guide

Launch the Guide

There are two ways to access the Guide.

The first is to simply press the GUIDE button. It takes you directly to the main Guide display that shows information about available channels, programs and short program descriptions.

The second way to open the Guide is through the Main Menu. To access the Main Menu, you have several choices:

Thu 9/06 3:12pm
Switch User
Hello MIKE
Bizarre Foods With Andrew Zimmern
Thu 9/06 3:00pm-4:00pm
Andrew Zimmern culinary tour of Chile includes cow udders and barnacles.
735 TRVLH
Guide: Grid View: Bizarre Foods With Andrew Zimmern
Thu 9/06 3:00pm 3:30pm 4:00pm 4:30pm 5:00pm
735 TRVLH Bizarre Foods With Andrew Zi.. Man v. Food Man v. Food Anthony Bour..
736 FX Tooth Fairy How I Met Yo.. How I Met Yo.. Two and a Hal..
737 TLCHD What Not to Wear I Found the G.. I Found the G.. Four Weddings
739 HIST Titanic at 100: Mystery Solved Titanic's Final Moments: Missing Pieces
740 APLHD Animal Cops Phoenix Fatal Attractions Rattlesnake R..
741 SPRTS Queen of Hearts
746 BETHD American Viol.. My Wife and .. My Wife and .. My Wife and .. The Parkers
COX TV GUIDE
Search
Change Guide Date
Recommendations
Guide Date: Thu 9/06

Access the guide two ways: from the Main Menu or by pressing the GUIDE button.

- Press the MENU button.
- Press the RIGHT arrow button.
- Press the LEFT arrow button

Once the Main Menu has appeared, use the UP or DOWN arrows to move the highlight bar to Guide and press SELECT or RIGHT arrow to call up the Guide.

Change Guide Views

The Guide screens can display program information in several different ways: List, Grid, Theme, High Definition channels, Themes, Zone channels, and Favorite channels. With Guide Menu up, you can move through these different views by pressing GUIDE:

Press GUIDE a second time to show List View. You can make this your default view. See Chapter 10 for more information. Press GUIDE additional times to call up Theme, HD, Favorite channels, and Zone channels.

- While watching live TV, press GUIDE once to open the Guide. Grid view is the default view, but you can personalize the display in Settings. For more information, please see Chapter 10: Settings.
- Press GUIDE a second time to show Grid View.
- Each additional time you press GUIDE, the other views will come up in order until you are returned to live TV.

Pressing the LAST button will return you to the previous view, letting you navigate backwards through the different views.

Notes About Grid View

Grid View is the first view you will normally see, but you can make any of the views the first view by changing the Default Guide View in Settings.

While using Grid View, the RIGHT and LEFT arrows are used to navigate through time segments. To select a program and time, you must press SELECT to move to the Action Card. Pressing the RIGHT arrow will continue to move the highlight bar through the grid.

Find Programs Playing on a Specific Date and Time

The Guide carries a full 14 days of programming. To check listings for a particular date and time within that window, press the B button (Set Guide Date) on your remote control. Select the date you are interested in, and then the time. Press B again to confirm. The Guide will display the programs airing on that date and time.

Use the Guide to Find Available Channels

In the List View, the Guide shows three information cards. The Channels Card is on the left. Navigate channels when the Channels Card is in focus. It will be slightly darker in color and includes the yellow highlight bar.

The Channel Card is on the left and in focus. The focus card is always darker in color and includes the yellow highlight bar.

Use the UP or DOWN arrow to find a channel and then press the RIGHT arrow to browse programs.

- Press the UP or DOWN arrow to move the highlight bar up or down one channel.
- Press the PAGE UP or PAGE DOWN button to move the highlight bar up or down one screen – as many as seven channels – in the list. (It will be six channels, if the font size preference is larger.)
- Alternatively, you can jump to any channel entry in the Guide. Simply enter the channel number using the number (0-9) buttons. If you enter an invalid channel number, your highlight will move to the nearest channel available in the Guide. This is useful in situations where you don't know the exact channel number, but you roughly know that the channel you are looking for is in 700's range, for example.

To select a channel you want to watch, press the SELECT button. Press the RIGHT arrow to browse programs, which are listed in the center card. The current program will be highlighted.

To return to the Main Menu, press the LEFT arrow.

Use the Guide to Find Available Programs

In List View, the Programs Card is in the center. Navigate programs when the Programs Card is in focus. When in focus, it will be slightly darker in color and includes the yellow highlight bar.

- Press the UP or DOWN arrow to move the highlight bar up or down one program in the list.
- Press the PAGE UP or PAGE DOWN button to move the highlight bar up or down one screen – as many as seven programs – in the list.

In this image, the Programs Card is in focus. Use the UP and DOWN arrows to find a program. Use the RIGHT arrow or SELECT to move to the Actions Card.

To select a program, press the RIGHT arrow or SELECT button. The display will move to the Actions Card at the same time.

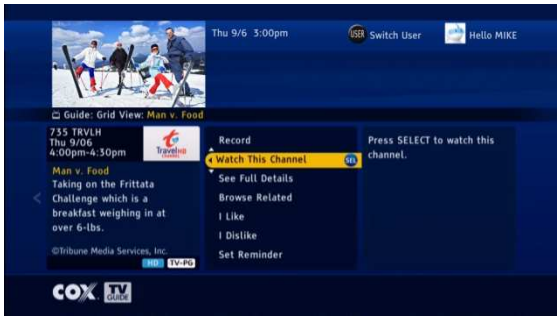
To return to the Channels Card, press the LEFT arrow.

Get More Information

In the List View, the Summary Card is on the right. It shows the program title, a brief description of the program, its start and end time, program rating information, channel number and time/date information. Program guide symbols such as Favorite Channel, Skipped Channel, locked program or purchased program are also displayed. This card cannot be selected.

Watch a Program or Channel

You can simply press the SELECT button on a currently airing program to start watching it immediately. For future programs, pressing the SELECT button will shift focus to the Actions Card in the center of the screen. Since the program will air in the future, then Record will be the first action you will see followed by Watch This Channel. Highlight Watch This Channel and press SELECT to tune to the channel.



The Actions Card appears in the center of the screen, with the highlight bar on Watch Now. Press SELECT to watch this program.

Scroll Through the Guide

To scroll through channels or programs, press the UP or DOWN arrow to move the highlight bar up or down one item in the list.

Press the PAGE UP or PAGE DOWN button to move the highlight bar up or down one screen – as many as seven channels or programs – in the list.

Press and hold the PAGE UP, PAGE DOWN, UP arrow or DOWN arrow to Turbo Scroll – scroll very fast – through information in any view.

Exit the Guide

There are several ways to exit the Guide and return to the most recently viewed program.

- Press the EXIT or LIVE button to return to live TV.
- Use the LEFT arrow to navigate back through the information cards and Main Menu.
- Press CHANNEL UP or CHANNEL DOWN to tune to the next channel up or down on live television.

Browse Related Programs

Browse Related is a powerful way to look for new programs that might interest you. It lets you find upcoming episodes of a program, programs that are similar and programs that feature at least some of the same actors and director(s).

The Browse Related function appears in the Actions Card. To access Browse Related, you must first select a program in the guide, as all Browse Related searches are keyed to a single program.

To use this function, begin at the Actions Card:

1. Use the UP or DOWN arrow to highlight Browse Related.

2. Press the RIGHT arrow or SELECT button to call up the Browse Related cards.

This screen shows three cards – the Browse Related Card on the left, a Programs Card in the center and a Summary Card on the right.

Watch Another Episode

When you arrive at the Browse Related Card, Episode List is the first item in the list and will be highlighted. To watch another Episode:

1. Press the RIGHT arrow or SELECT button to move to the Programs Card. Use the UP and DOWN arrows to select an episode you are interested in watching. The Summary Card on the right describes each episode as the highlight bar moves over it.

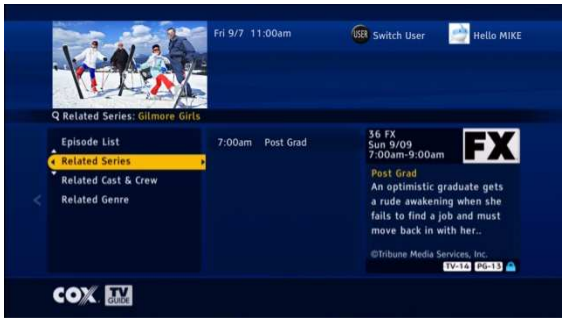
2. When you have found an episode you want to watch, press the RIGHT arrow or SELECT button to move to the Actions Card.

3. Press SELECT to Watch Now.

The Browse Related Card appears on the left, with Episode List highlighted. Press the RIGHT arrow to move to the Programs Card.

Browse Related Series

Begin at the Browse Related Card:



The Browse Related Card appears on the left, with Related Series highlighted. Press the RIGHT arrow to move to the Programs Card.

1. Use the UP or DOWN arrow to move through the choices on the Browse Related Card. Place the highlight bar on Related Series.

2. Press the RIGHT arrow or SELECT button to move to the Programs Card. Use the UP and DOWN arrows to select a related program. The Summary Card on the right describes each program as the highlight bar moves over it.

3. When you have found a program you want to watch, press the RIGHT arrow or SELECT button to move to the Actions Card.

4. Press SELECT to Watch Now.

Browse Cast & Crew

Begin at the Browse Related Card to select programs featuring the cast & crew:

The Browse Related Card appears on the left, with Related Cast & Crew highlighted. Press the RIGHT arrow to move to the Programs Card, which shows programs featuring the same actors or directors.

1. Use the UP or DOWN arrow to move through the choices on the Browse Related Card. Place the highlight bar on Related Cast & Crew.

2. Press the RIGHT arrow or SELECT button to move to the center card, which offers several choices to help narrow your search. Use the UP and DOWN arrows to select an actor or director.

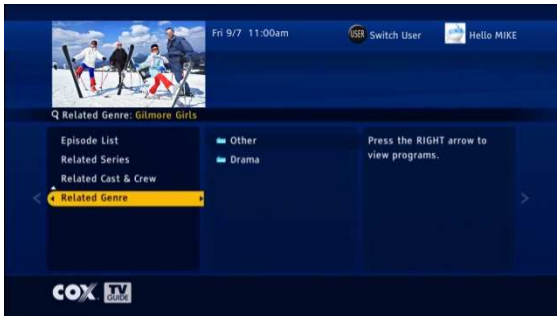
3. Press the RIGHT arrow or SELECT button to move to the Programs Card. Use the UP and DOWN arrows to select a program.

4. When you have found a program you want to watch, press the RIGHT arrow or SELECT button to move to the Actions Card. The Summary Card on the left describes the program you have selected.

5. Press SELECT to Watch Now.

Browse Related Genre

Begin at the Browse Related Card to select programs featuring the programs in the same genre:



The Browse Related Card appears on the left, with Related Genre highlighted. Press the RIGHT arrow to move to the Programs Card and browse programs in similar genres.

1. Use the UP or DOWN arrow to move through the choices on the Browse Related Card. Place the highlight bar on Related Genre.

2. Press the RIGHT arrow or SELECT button to move to the center card, which offers several choices to help narrow your search. Use the UP and DOWN arrows to select a related program.

3. Press the RIGHT arrow or SELECT button to move to the Programs Card. Use the UP and DOWN arrows to select a program.

4. When you have found a program you want to watch, press the RIGHT arrow or SELECT button to move to the Actions Card. The Summary Card on the left describes the program you have selected.

5. Press SELECT to Watch Now.

About Info Banners and Channel Banners

Info Banners and Channel Banners show information about the program you are currently watching. You can also browse listings and tune to different channels with Info Banners.

See Channel Banners While Watching Live Television

Channel Banners automatically appear at the bottom of your screen when you to tune to a channel. The Banner will show the program title, a brief description of the program, its start and end time, program rating information, channel number, and time/date information. Program guide symbols indicating Favorite Channel, Skipped Channel, locked program or purchased program may also display.

Anthony Bourdain: No Reservations
Thu 9/06
2:00-3:00pm
2:00pm
HD TV-PG
Tony explores the 1,100-year history of Prague and the city's new culinary landscape with the help of local experts.
735 TRVLH
INFO More Info

Channel Banners gives you a short description of the program you are watching.

See Info Banners While Watching Live Television

You can call up Info Banners in the middle of a program by pressing the INFO button. While Info Banners show the same information as Channel Banners, Info Banners also allow you to view program listings while watching your program on the full screen.

Press the INFO button a second time to show the complete program description.

Press INFO a third time to close Info Banners.

Bizarre Foods With Andrew Zimmern
Mon 1/11
< 4:00-5:00pm >
4:35pm
TV-PG
Andrew heads to the Australian Outback, where he joins Aborigines to eat wallaby, samples crocodile meat and dines on poisonous cane toads.
703 TRAV
INFO More Info

Info Banners feature the ability to change channels or see information about upcoming programs without leaving the program you are watching.

Switch Programs from Info Banners

Press the RIGHT and LEFT arrows to browse programs carried by the channel shown at different times of the day. Pressing SELECT will tune to the program displayed if it is currently airing. If it is not, pressing SELECT will tune to the current program on that channel.

Change Channels from Info Banners

You can browse different channels using the UP and DOWN arrows. Press SELECT to tune the television to the channel displayed on the Info Banner.

Info or Channel Banners will occasionally display A-Watch in HD action if you subscribe to HD programming, are tuning to a SD channel, and there is a HD version of the channel currently airing the exact same episode of the program in HD format. Pressing the A button on the remote control will tune you the HD version of the program.

See Info Banners While Watching On DEMAND

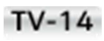
Pressing the INFO button will call up an Info Banner for the On DEMAND program. The banner will show the program title, a brief description of the program, its total running time and program rating information.

Press the INFO button a second time to show the complete program description.

Close the Info Banner by pressing the INFO button a third time.

Banner Icons

There are a number of different icons you may see on an Info or Channel Banner. This table tells you what each one means.

Icon	Description		Icon	Description
	This channel has been selected as a Favorite.			*This program is in stereo.*
	This channel has been placed on your Skipped Channels list.			*This is a first-run program.*
	This program has been locked. See Parental Controls for more information.			*This program is available at no cost.*
	This program has been unlocked. See Parental Controls for more information.			*This program has already been purchased via On DEMAND or PPV.*
	This program is available in High Definition.			*Pay-Per-View programming available for a fee.*
	*Television content ratings.*			*This program is available in Spanish via the SAP setting.*
	Movie ratings.			*This program has a reminder set.*
	This program is currently being recorded.			*This is a live program.*
	A series recording is scheduled for this program. The same icon is used to indicate a manual recurring recording.			*A single episode is scheduled to record. The same icon is used to indicate one-time-only manual recording.*
	This program is marked as Keep Until Space Needed or Keep Until I Watch (any portion of the program).			*This program is marked as Keep Until Space Needed on the DVR.*
	This series episode has been clipped to accommodate an episode of a higher priority series.			*This program has been recommended based on your personal viewing history and taste.*

Close Info Banners

After an Info Banner has been idle for a few seconds, it will disappear. You can also press the EXIT button to close Info Banners.

Service Messages

On rare occasions, an on-screen message will appear asking whether you are still watching a particular program. If you see this alert, and wish to continue watching this program, press SELECT to close it.

You may also occasionally see an on-screen message saying that a channel is temporarily unavailable. Press the GUIDE button on your remote control to acknowledge the message and return to the Trio Program Guide to select another channel. You can also press LAST to return to the last channel you were watching.

Chapter 4: On DEMAND

On DEMAND gives you around-the-clock access to a vast library of program titles, including movies, television shows, premium subscription programs and music videos. Many of the titles allow free, unlimited viewing while some programs are only available for purchase or through a subscription.

The On DEMAND service consists of:

- **Movies –** Enjoy hundreds of recent releases, foreign films, classics and much more.
- **Events –** Watch encore showings of championship boxing, wrestling, concerts, events and other favorites.
- **Premium Channels –** Through a subscription, you will have access to premium entertainment such as HBO, Cinemax, Showtime, The Movie Channel and Starz.
- **Subscription Television –** More subscription offerings include Anime, WWE 24/7, Howard Stern and adult channels.
- **FreeZone –** There are more than 100 hours of free programming including your favorite cable TV, family and sports shows, concerts and music videos.

This Chapter shows you how to use On DEMAND in the Trio Program Guide and discusses ways to quickly find the programs that interest you, learn more about them and watch them.

Using On DEMAND

Launch On DEMAND

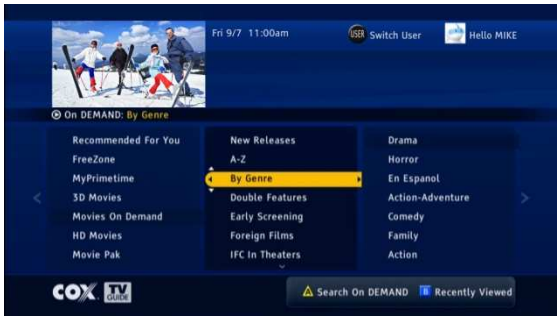
You can access On DEMAND three ways.

- From the Main Menu.
    1. Press MENU or the LEFT or RIGHT arrow to call up the Main Menu.
    2. Use the UP or DOWN arrow to move the highlight bar to On DEMAND.
    3. Press the RIGHT arrow or SELECT button to launch On DEMAND.
- Press the On DEMAND button.
- Press 1 on number pad to tune directly to On DEMAND.

Restrict On DEMAND

You can limit or restrict others from purchasing or watching On DEMAND programs by enabling the Parental Control and/or Purchase PINs. For more information, see Parental Controls in Chapter 10: Settings.

The first On DEMAND card, on the left, lets you begin browsing by category, such as movies or primetime television.



Browse On DEMAND

When you launch On DEMAND, the first screen has three cards. The program categories are on the left, sub-categories (such as genres or themes) are in the center, and additional sub-categories or program titles are on the right.

Select a general category in the card on the left, such as Movies On DEMAND, and then select a sub-category in the center card, such as New Releases.

To browse On DEMAND programming, begin with the Category Card on the left:

1. Press the UP or DOWN arrow to highlight a program category and then press the RIGHT arrow or SELECT button to move to the center card.

2. Use the UP or DOWN arrow to highlight a sub-category, genre or theme. Press the RIGHT arrow or SELECT button to confirm your choice and move to the next card on the right.

3. When the card on the right is a Programs Card, pressing SELECT will reveal a new set of cards. Programs will be on the left, a Movie Poster in the center and a program Summary on the right. These three cards give you all the information you need to decide whether to watch the program.

4. Use the UP and DOWN arrows to browse programs. When you have found a program, press the RIGHT arrow or SELECT button.

5. If the programming is a series, there will be additional cards that let you choose specific episodes. Use the UP and DOWN arrows to browse programs. When you have found a program, press the RIGHT arrow or SELECT button. This brings you to the Actions Card.

Fri 9/7 11:00am
Switch User
Hello MIKE
On DEMAND: 1 Out Of 7 (12)
1 Out Of 7 (12)
4:44 Last Day On Earth..
ATM-12
Albert Nobbs-11
Always Whitney Houston
Amores Perros
Ancient Alien Question
On DEMAND
Expires:2/27/2013
1 hr,30min
$4.99
1 Out Of 7 (12)
Runaway teen Lexi finds herself alone and pregnant on the streets. She must turn to Devon, a woman with her own demons, to help her find a way back from her past..
TV-14
COX TV GUIDE
Search On DEMAND
Browse Posters

Use the UP and DOWN arrows to browse programs. The center card displays poster art for the program and the right card displays the summary of the program. When you found the program to watch, press the RIGHT arrow or SELECT button.

View Purchase and Other Program Information

When you press SELECT on a movie or program, the cards in view shift to the left. The Summary Card is now on the left and an Actions Card is in the center.

The Summary Card gives a brief description of the program as well as other important information including the price of the rental, the date when the rental expires, the program running time and the program rating. If the program is an active rental, the Summary Card will also show the purchased icon.

Watch Free On DEMAND Programs

Cox offers thousands of hours of free On DEMAND programming to watch any time of day or night. To watch a free program, begin at the Actions Card:

1. Use the UP or DOWN arrow to highlight Watch Now.

2. Press SELECT.

    - If Parental Controls are activated, you will be asked to enter your four-digit Parental Controls PIN.

3. Press B to confirm and begin watching your program.

Purchase On DEMAND Programs

Many of the latest big screen movies and some hit TV shows are available On DEMAND for a rental fee. To purchase programs, begin at the Actions Card:

Fri 9/7 11:00am
Switch User
Hello MIKE
On DEMAND: 1 Out Of 7 (12)
Expires:2/27/2013
1 hr,30min
$4.99
1 Out Of 7 (12)
Runaway teen Lexi finds herself alone and pregnant on the streets. She must turn to Devon, a woman with her own demons, to help her find a way back from her past..
TV-14
Buy Now
Watch Preview
See Full Details
Browse Related
I Like
I Dislike
Bypass the hassle of video store rentals and sold-out selections. Please confirm your rental purchase.
COX TV GUIDE

After you select your program, the Actions Card appears in the center of the screen. Select Buy Now to watch programs available for a fee.

1. Use the UP or DOWN arrow to highlight Buy Now.

2. Press SELECT to purchase.

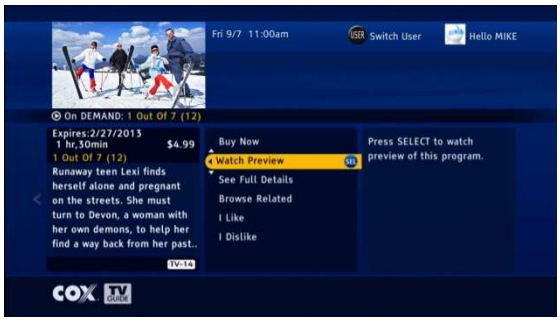
    - If Parental Controls are activated, you will be asked to enter your four-digit Parental Controls PIN.

    - If Purchase Controls are activated, you will be asked to enter your four-digit Purchase PIN.

3. Press B to confirm and begin watching your program.

Notes on Subscription Channels

Many of cable's most popular programming – such as HBO and other premium channels as well as Anime, Howard Stern TV and others – are only available by subscription. If you have a current subscription to one or more of these channels, all of their On DEMAND programming for that channel will be available to you, free of charge. To watch one of these programs, follow the instructions above for Watch On DEMAND Programs. If you do not have a subscription but are interested in one, call your Cox Customer Care representative.


Fri 9/7 11:00am
Switch User
Hello MIKE
On DEMAND: 1 Out Of 7 (12)
Expires:2/27/2013
1 hr,30min
$4.99
1 Out Of 7 (12)
Runaway teen Lexi finds herself alone and pregnant on the streets. She must turn to Devon, a woman with her own demons, to help her find a way back from her past..
TV-14
Buy Now
Watch Preview
See Full Details
Browse Related
I Like
I Dislike
Press SELECT to watch preview of this program.
COX TV GUIDE

The Watch Preview option allows you to see a movie trailer, when available, or other video information about the selected program.

Watch Preview

Before purchasing On DEMAND programming, you can watch a movie trailer or short preview. This option is available on the Actions Card. Many, but not all, On DEMAND programs have previews available.

To watch a preview, use the UP or DOWN arrow to move the highlight bar to Watch Preview. Press SELECT.

During the preview, you can purchase the program by pressing the B button. You can stop the preview and return to the last screen by pressing the C button.

Get More Information

You can also get more information about an On DEMAND program before purchasing it. Use the arrow buttons to highlight See Full Details. Press SELECT to show the complete information.

Press the C button or EXIT to close See Full Details. The box will close automatically after a few minutes if no action is taken.

Fri 9/7 11:00am
Switch User
Hello MIKE
On DEMAND: 1 Out Of 7 (12)
Expires:2/27/2013
1 hr,30min
$4.99
1 Out Of 7 (12)
Runaway teen Lexi finds herself alone and pregnant on the streets. She must turn to Devon, a woman with her own demons, to help her find a way back from her past..
TV-14
Buy Now
Watch Preview
See Full Details
Browse Related
I Like
I Dislike
Press SELECT to see full details about this program.
COX
TV GUIDE

The See Full Details option gives you a short description of the selected program.

Search On DEMAND

While in On DEMAND, the Search function only looks for On DEMAND programming. Press the A button, which will be visible in the bottom right corner of the screen, to start a Search. For more information, please see Chapter 9: Search.

Browse Movie Posters

When browsing On DEMAND movies, you can switch between List View and Posters View.

To browse movie posters:

1. Press B to switch from the List View to Posters View. The instruction will also appear in the bottom right corner of your screen when this option is available.

2. Use the RIGHT and LEFT arrows to browse posters.

3. Move the highlight frame to the movie you want and press SELECT to purchase or view the movie.

4. You can return to List View at any time by pressing the B button.

Use Play, Pause, Stop, Fast Forward and Rewind

Most On DEMAND programs let you skip forward and backward through the video using the play, pause, stop, rewind and fast forward buttons on the remote control.

When skipping forward or backward through a program, this progress bar appears on the screen. It shows start time, end time and time viewed.

- PLAY: This button starts your program at normal speed.
- PAUSE: You can pause an On DEMAND program for up to 15 minutes. Pausing longer than that stops your program and reopens the On DEMAND Menu. You can resume watching your program from the Recently Viewed Menu. PAUSE toggles between the pause and play functions.
- STOP: This button ends your program and reopens the On DEMAND Menu.
- FAST FORWARD: This button lets you scan ahead in your program. Each successive press increases the speed until you reach the highest speed. Pressing FAST FORWARD after the highest speed returns the program to normal speed. You can resume watching at any time by pressing PLAY. If you fast forward to the program's end, you will be returned to the On DEMAND Menu.
- REWIND: This button lets you scan backwards in your program. Each successive press increases the speed until you reach the highest speed. Pressing REWIND after the highest speed returns the program to normal speed. You can resume watching at any time by pressing PLAY. If left to rewind to the beginning, the program will start playing automatically.

When you press any of these buttons, a progress bar appears at the bottom of your screen. It displays the viewing time graphically as well as in hours, minutes and seconds.

Fast forward and other actions may be disabled on some programs.

Use Instant Replay

Press the INSTANT REPLAY button – indicated by a curved arrow – to jump backward in the program seven seconds.

The Instant Replay button looks like this. It is below the REWIND and Record buttons.

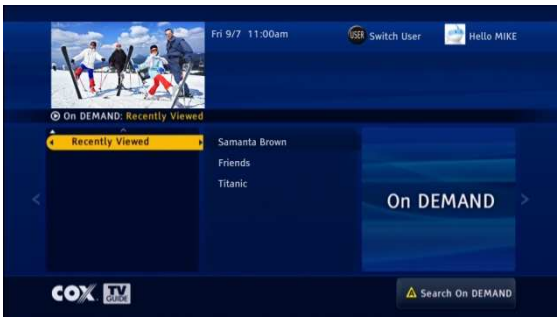
Exit On DEMAND

You can leave an On DEMAND program several ways:

- Press STOP to return to the On DEMAND Menu.
- Press LIVE or LAST to return to the last live television channel you were watching.
- Press CHANNEL UP or CHANNEL DOWN to tune to the next channel up or down on live television.

- Enter a channel number on the keypad (0-9) to tune directly to that live television channel.

- Press FAV to call up the first channel in your Favorite Channels list.



The Recently Viewed List is found in the Categories Card, at the bottom of the list. You will have to scroll down a full page to find it.

Return to Recently Viewed Programs

Programs you have purchased typically have a 24-48 hour rental window. You can watch these programs at any time, as many times as you like, during the rental window.

There are two ways to do this. Beginning at the first On DEMAND screen, with the focus in the On DEMAND Menu on the left:

1. Press B to open the Active Rental List.

2. Use the UP and DOWN arrows to highlight the program you want to watch.
3. Press the RIGHT arrow or SELECT button to show the Actions Card.

4. Use the UP or DOWN arrow to highlight the appropriate option:

    - Resume restarts the program where the last viewer left off.

    - Watch from Beginning restarts the program from the beginning.

5. Press SELECT to begin watching.

Alternatively, you can access the Active Rental List with the UP or DOWN arrow. Active Rental List is the last item in the Menu Card on the left. You will have to scroll down a full page to find it. Press the RIGHT arrow or SELECT button to move the highlight bar to Programs Card in the center.

Chapter 5: DVR

The Digital Video Recorder (DVR) is quickly replacing the video cassette recorder as the most popular way to record and watch television programs. In fact, DVRs are superior to VCRs in many respects. With the touch of a button, you can pause live TV, view an instant replay, rewind favorite scenes, fast forward to the next scene or play the program in slow motion. Today's DVRs allow you to record up to two programs at once while watching a previously recorded program or record one program while watching another that is currently airing.

The Trio Program Guide lets you schedule and record all your favorite individual programs or series of programs, as well as manage your library of saved programs. This Chapter shows you how to use your DVR to record programs, watch recorded programs and control live television programs with your remote control.

The main sections in this Chapter are:

- DVRs Offered By Cox
- Using the DVR
- Manage Scheduled Recordings
- Manage Series Recordings

DVRs Offered By Cox

Cox offers two types of DVRs–a dual tuner DVR, and our newest six tuner DVR. Both these DVRs give you the freedom to record and watch programs at your convenience.

About Your Dual Tuner DVR

The dual tuner DVR includes two channel tuners. With this DVR, you can:

- Record two programs while watching one of those programs or a previously recorded program.
- Begin recording an entire program that you are currently watching, up to one minute before the program ends (depending on the length of that program and available disk space on the DVR).
- Record both these programs in HD or SD depending on your preference.
- Switch back and forth between two programs you're recording with the SWAP button on the remote control.

About Your Six Tuner DVR

The six tuner DVR includes six channel tuners. With this DVR, you can:

- Record six programs simultaneously while watching one of those programs or a previously recorded program.
- Record all six programs in HD or SD depending on your preference.
- Switch between all active tuners with the SWAP button on the remote control.

A Note About Six Tuner DVR

A six tuner DVR is subject to limited availability in your market. Be sure to contact Cox Customer Service for more information on its availability and how to obtain one.

Using the DVR

Scan a Live Program

You can use the same VCR-like functionality while watching live TV because the DVR temporarily stores whatever program you are watching. You can easily pause, rewind and re-watch a favorite scene, instantly jump back seven seconds with Instant Replay, or, after pausing or rewinding live TV, fast forward to the next important scene.

To do this, use the PLAY, PAUSE, REWIND, FAST FORWARD, INSTANT REPLAY and other functions described in the Using the DVR section below.

To return to the currently airing portion of the program, press the LIVE button on your remote control. The program is still saved to temporary storage, but you will see live TV.

Use the RECORD Button

The Trio Program Guide gives you two options for recording a program. The first is to simply press the RECORD button on your remote control.

You can do this when:

- You are watching a live TV program. You will be prompted whether you want to record an individual episode, entire series, or set a manual recording. Because the DVR temporarily stores any program you are currently watching, your recording will also include any portion of the program that has aired from the time you tuned to that channel.

- You are in the Trio Program Guide with a program highlighted. Recording will begin at that program's scheduled start time, provided it is in the future. If the program is currently airing and you are tuned to that channel, recording will begin immediately and any portion of program that has been temporarily stored on the DVR will also be recorded.

The RECORD button (with the red circle) on the left side of your remote lets you record programs from many places in the guide.

- You are in the Trio Program Guide with a channel highlighted. The program currently airing on that channel will begin recording. If you are also tuned to that channel, the recording will include any portion of the program that has been temporarily stored on the DVR.

- You are browsing programs in Info Banner, which allows you to easily navigate channels or programs and quickly schedule a recording. Recording will begin at that program's scheduled start time, provided it is in the future. If the program is currently airing and you are tuned to that channel, recording will begin immediately and any portion of program that has been temporarily stored on the DVR will also be recorded.

- The Actions Card is in focus. The program displayed in the Summary Card will begin recording. The highlight bar does not need to be on Record for this to happen.

- A previously set program reminder appears. Recording will begin at that program's scheduled start time, provided it is in the future. If the program is currently airing and you are tuned to that channel, recording will begin immediately and any portion of program that has been temporarily stored on the DVR will also be recorded.

Record Programs from the Trio Program Guide

The second option allows you to record programs that you have found using the Trio Program Guide. After selecting a program that you want to watch (as described in Chapter 3: Guide) you can access the Record Options Menu from the Actions Card.

From the Actions Card, use the DOWN arrow to move the highlight bar to Record and press SELECT.

The Record Options Menu offers up to three choices:

- Record This Program
- Record Entire Series (displayed only if program is part of a series)
- Set Manual Recording

Record any program you found in the Trio Program Guide from the Actions Card.

Your Cox DVR lets you record up to two programs at any given time. For more information on this topic, please see About Your Dual Tuner DVR above.

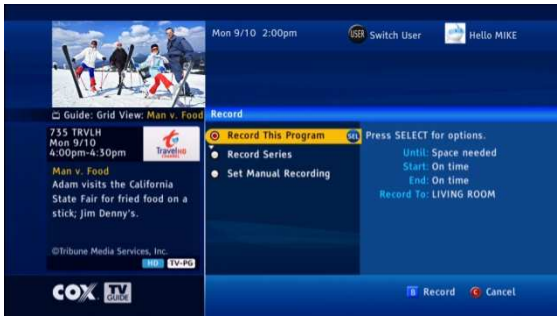
Record a Program

The Record This Program option records a single program that is scheduled to air in the future or is currently airing.

To Record This Program, begin at the Actions Card:

1. Use the UP or DOWN arrow to highlight Record and then press SELECT. This will display the Record Options dialogue box.

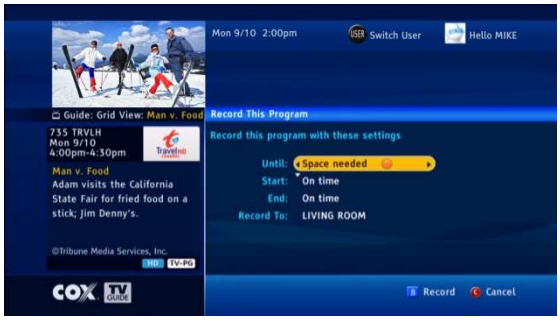
2. With Record This Program highlighted, press SELECT to adjust the recording settings. A new dialogue box will appear.



Record This Program will record any individual program.

3. Adjust the settings using the UP and DOWN arrows to highlight individual settings, the LEFT and RIGHT arrows to choose options and the B button to confirm a setting change. There are many different settings you can change.

- **Until:** To keep the hard drive from filling up, which would prevent you from recording other shows, you can set programs to delete when Space Is Needed (default) or I Viewed any portion of the program. The Keep Until I Delete option permanently saves the recording on your DVR, locking up hard drive space, until you manually delete it.



Once you have selected a program to record, you can decide how long to keep it and whether the recording should start early or extend later.

- **Start:** You can set a recording to begin On Time (default) or in one-minute increments between 1 and 5 minutes, as well as 10 minutes, 15 minutes and 30 minutes before or after the program begins.

- **End:** You can also set a recording to end On Time (default) or in one-minute increments between 1 and 5 minutes, as well as 10 minutes, 15 minutes, and 30 minutes before or after the program concludes. Additionally, you can extend the end time of the recording by 1 hour, 2 hours, and 3 hours after the program concludes.

- **Record To:** The latest software upgrade from Cox now supports multiple DVRs that may be added to your Whole Home DVR service. If you rent multiple DVRs for your Whole Home DVR service, then you will see the Record To option. This option will allow you to select a DVR where the recording will be scheduled. For more information on this useful service from Cox, see Chapter 9: Whole Home DVR.

You can create different setting combinations for each program that you record through the Guide. Programs recorded using the RECORD button on the remote control will automatically use the default settings.

4. Press B to confirm recording. A red bar icon will appear at the bottom of the Summary Card to indicate the recording is set.

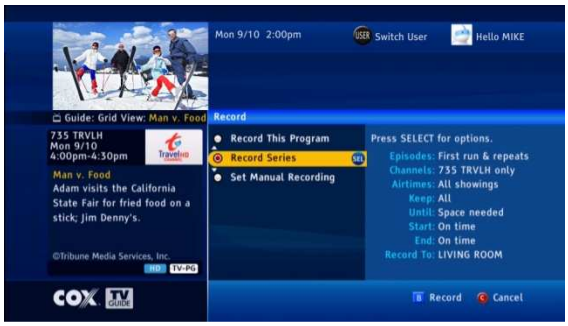
As an alternative, you can accept the default settings and skip the above steps by simply pressing B when Record This Program is highlighted.

Record a Series

The Record Entire Series feature ensures that you never miss an episode of your favorite series.

You'll capture every show, even if the broadcast schedule changes. You can also set the DVR to record all shows or only the first-run episodes. Other settings let you manage the available space on your DVR by selecting when to delete a recording.

To Record Entire Series, begin at the Actions Card.



A series recording will capture every episode of a favorite program, even if the schedule changes.

1. Use the UP or DOWN arrow to highlight Record and then press SELECT. This will display the Record Options dialogue box.

2. Use the DOWN arrow to highlight Record Entire Series and then press SELECT.

3. Adjust the settings using the UP and DOWN arrows to highlight individual settings, the LEFT and RIGHT arrows to choose options and the B button to confirm a setting change. There are many different settings you can change:

Series recordings offer a variety of settings so you only record the programs you want and keep them only as long as you want them.

   - **Episodes:** You can choose to record First Run programs (default) or First Run & Repeats.

   - **Channels:** You can decide to record programs that air on the program's original channel (default) or any channel that carries the program.

   - **Airtimes:** You can choose between All Showings (default) or only those that run at a specific time.

   - **Keep:** This setting lets you determine whether to record All Episodes (default) or any number of episodes between 1 and 15.

   - **Until:** To keep the hard drive from filling up, which would prevent you from recording other shows, you can set programs to delete when Space Is Needed (default) or I Watch any portion of the program. The Keep Until I Delete option saves the recording on your DVR, locking up hard drive space, until you manually delete it.

   - **Start:** You can set a recording to begin On Time (default) or in one-minute increments between 1 and 5 minutes, as well as 10 minutes, 15 minutes and 30 minutes before or after the program begins.

   - **End:** You can also set a recording to end On Time (default) or in one-minute increments between 1 and 5 minutes as well as 10 minutes, 15 minutes, and 30

minutes before or after the program concludes. Additionally, you can extend the end time of the recording by 1 hour, 2 hours, and 3 hours after the program concludes.

- **Resolution:** This option becomes available when you select Any Channel in the Channels option. If the series you wish to record is in HD format, then you would be presented with two choices ─ HD only, and SD, if available. Otherwise, you will be presented with choices ─ SD only, and HD, if available.

- **Record To:** The latest software upgrade from Cox now supports multiple DVRs that may be added to your Whole Home DVR service. If you rent multiple DVRs for your Whole Home DVR service, then you will see the Record To option. This option will allow you to select a DVR where the recording will be scheduled. For more information on this useful service from Cox, see Chapter 9: Whole Home DVR.

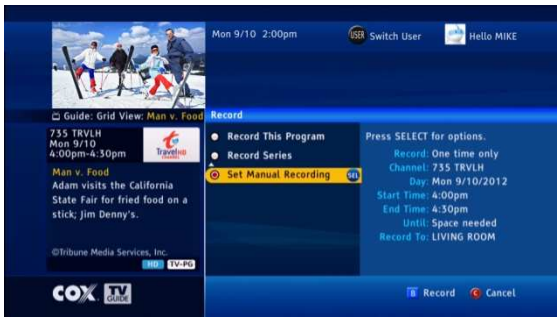
4. Press B to Record Entire Series. A red bar icon will appear at the bottom of the Summary Card to indicate the recording is set.

As an alternative, you can accept the default settings and skip the above steps by simply pressing B when Record Entire Series is highlighted.

Set a Manual Recording

The Set Manual Recording option lets you schedule a single or recurring recording at a specified time. Since this is a time-based option, you have the flexibility to record portions of a program or blocks of multiple programs on a single channel.

To Set a Manual Recording, begin at the Actions Card.



Manual recordings give you the flexibility to decide when to start or end a recording, even if is just part of a program or a block of programs. .

1. Use the UP or DOWN arrow to highlight Record and then press SELECT. This will display the Record Options dialogue box.

2. Use the DOWN arrow to highlight Set Manual Recording and then press SELECT.

3. Adjust the settings using the UP and DOWN arrows to highlight individual settings, the LEFT and RIGHT arrows to choose options and the B button to confirm a setting change. There are many different settings you can change:

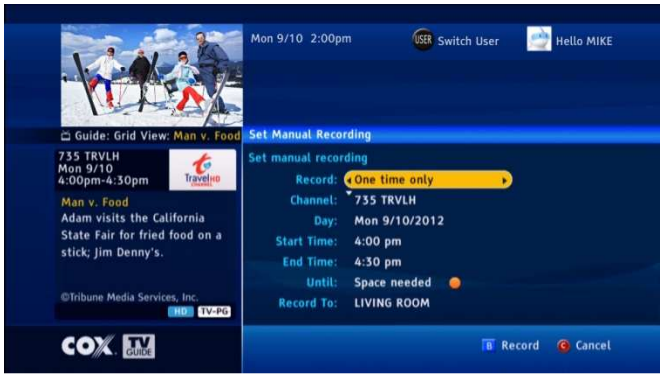
   - **Record:** Use the LEFT and RIGHT arrows to choose between One Time Only (default) and a Recurring recording.

   - **Channels:** Use the LEFT and RIGHT arrows to select a channel.

   - **Day:** Use the LEFT and RIGHT arrows to choose a day. One Time recordings will let you select Today or a date up to one year in the future. Recurring recordings will let you select specific days of the week, Monday through Sunday, Everyday, Monday-Friday, Saturday & Sunday.

- **Start Time:** Select a time to begin your recording, using the UP and DOWN arrows or number buttons on the remote to input hours and minutes. Press SELECT to confirm the correct start time.

- **End Time:** Select a time to end your recording, using the UP and DOWN arrows or number buttons on the remote to input hours and minutes. Press SELECT to confirm the correct end time.



The settings for a manual recording let you decide when to start and end a recording, and how long to keep it.

- **Until:** To keep the hard drive from filling up, which would prevent you from recording other shows, you can set programs to delete when Space Is Needed (default) or I Watch any portion of the program. The Keep Until I Delete option permanently saves the recording on your DVR, locking up hard drive space, until you manually delete it.

- **Record To:** The latest software upgrade from Cox now supports multiple DVRs that may be added to your Whole Home DVR service. If you rent multiple DVRs for your Whole Home DVR service, then you will see the Record To option. This option will allow you to select a DVR where the recording will be scheduled. For more information on this useful service from Cox, see Chapter 9: Whole Home DVR.

4. Press B to confirm. A red bar icon will appear at the bottom of the Summary Card to indicate the recording is set.

Notes About Manual Recordings

In Scheduled Recordings, the title of an individual manual recording appears as “Untitled Recording” until recording starts. At the time recording begins, the program title will appear. In the event the requested recording program precisely matches the start time and end time of a specific program, the program title will appear in Scheduled Recordings.

In Recorded Programs or Scheduled Recordings, the title assigned to an individual manual recording that spans multiple programs is the title of the first complete program in the block. If no program in the block is complete, the assigned title is the title of the program that takes up the greatest amount of space in the recording block.

In the Series Manager, the title of a recurring manual recording appears as “Untitled Recording” unless the scheduled recording time happens to precisely match a program, in which case the program title will appear.

In the event of a conflict, manual recordings have a higher priority than series recordings but have the same priority as single instance recordings. A Recording Conflict alert will appear in the event of a conflict between single recordings and manual recordings.

Notes on Start & End Times

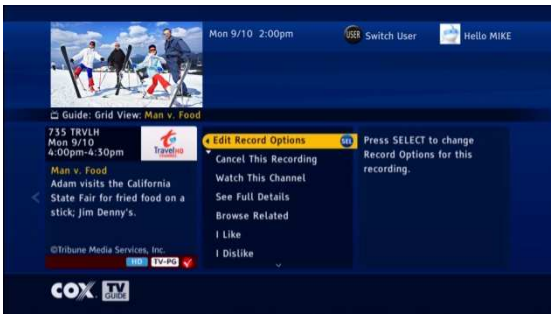
When the highlight is on Start or End Time setting, pressing the LEFT button multiple times will cycle through options for an earlier start or end times and pressing the RIGHT button multiple times will cycle through options for the latter start and end times.

Confirm a Recording

There are several ways to see if a recording is properly scheduled. The table below shows the icons that you should look for to confirm that a recording is scheduled or is taking place.

These icons will appear in several places:

- Whenever the Programs Card is in view, an icon will appear next to the program name.
- Whenever the Summary Card for a scheduled recording is in view, an icon will appear along the bottom edge of the card.
- Whenever an Info Banner or Channel Banner for a scheduled recording is in view, an icon will appear next to the program name.



The red dot icon will tell you when a program has been scheduled for recording. In this image, the red dot is in the Summary Card on the left.

- Whenever you attempt to record a previously scheduled recording with One-Touch Recording, an alert message will appear on screen.

Recording Icons

There are three different icons that will appear next to currently or scheduled recorded programs.

Icon	Description
	The program is currently being recorded.
	A single episode is scheduled to record. The same icon is used to indicate one-time-only manual recording.
	A series recording is scheduled for this program. The same icon is used to indicate a manual recurring recording.

About Recording Alerts

From time to time, you may run into a conflict between the programs you are trying to record or watch. Generally, there are three types of conflicts – recording conflicts between overlapped schedules, tuner conflicts between too many programs and storage conflicts when too little space remains on the DVR hard disk.

Here are the messages you will receive and the best ways to resolve the conflict.

Message	Resolution
There is not enough space on your DVR to record this program. To free up space for future recordings, change some of your “Keep Until I Delete” recordings to “Keep Until Space Needed” or delete some of them.	The user tried to start a recording but there is not enough hard disk space available. Press A to acknowledge the message. Your recording will not start. Return to your recorded programs list to free up some disk space by either erasing one or more programs or changing the Keep Until setting to Keep Until Space Needed before recording the program. You can then attempt your recording again.
In 5 minutes, we will need to change your channel for scheduled recordings. To continue watching this channel, you must cancel one of the following recordings.. • Program 1 (by name) • Program 2 (by name) • … • Program 6 (by name)	This lets you know that all tuners are needed to record upcoming programs. You may choose to cancel one of the upcoming recordings and continue watching your current channel by moving the highlight bar to your choice and pressing SELECT. You may also continue recording without changing channels by pressing C to close the alert box. After one of your recordings finishes, you may change channels freely.
All tuners are currently in use. In 5 minutes, we will need to change your channel for a scheduled recording. To continue watching this channel, you must cancel one of the following recordings.. • Program 1 (by name) • Program 2 (by name) • … • Program 6 (by name)	This alert lets you know that all tuners are needed to record current and upcoming programs. You may choose to cancel one recording and continue watching your current channel by moving the highlight bar to your choice and pressing SELECT. You may also continue recording without changing channels by pressing C to close the alert box. After one of your recordings finishes, you may change channels freely.
All tuners are scheduled to record programs at this time. To record this program, you must cancel a scheduled recording or record the new program on a different DVR.. • Program 1 (by name)	If you attempt to schedule a program at a time when all tuners are already scheduled to record programs, you will see this alert. You may choose to cancel the recording of one of the previously scheduled programs by moving the highlight bar to the choice and

• Program 2 (by name) • Program 3 (by name) • … • Program 7 (by name)	pressing SELECT. Press A to accept the change. You may also elect to not record the new program – the one that caused the conflict – by pressing C to close the alert box.
Some episodes of this series are conflicting with your previously scheduled recordings. We'll do our best to record as many episodes of this series as we can. But, to record the maximum number of episodes, please change the priority of this series in the Series Manager.	This alert appears during the scheduling process to let you know that your new series recording conflicts with multiple episodes of a previously scheduled series recording. Press A to acknowledge the alert. Return to the Series Manager to change series priorities or do nothing if you are comfortable with the conflicts. Non-conflicting episodes of the series will be scheduled to record.
There are too many conflicts to schedule this recording. You must cancel other recordings. To view a list of scheduled conflicts, please select Scheduled Recordings by going to the DVR List.	You may see this alert if there are more than two schedule conflicts, most likely associated with a series recording or recording from search results. Before you can record the series or search results, you must first cancel the scheduled recordings that are causing the conflicts. You can do this from Scheduled Recordings section under DVR List.
All tuners are currently in use. To change to a different channel, you must first cancel one of the following recordings. • Program 1 (by name) • Program 2 (by name) • … • Program 6 (by name)	This alert occurs when you try to tune in a program at the same time all tuners are busy recording other programs. You will not be allowed to change channels until you resolve this conflict. You may choose to stop one recording and change channels by moving the highlight bar to your choice and pressing SELECT. You may also continue recording without changing channels by pressing C to close the alert box. After one of your recordings finishes, you may change channels freely.

DVR List Views

The latest software upgrade from Cox now supports multiple DVRs that may be added to your Whole Home DVR service. You can access combined or individual list of recordings stored on all DVRs from any receiver in your home network. If you rent multiple DVRs for your Whole Home DVR service, then you will have the option of switching between different DVR List views from across all DVRs in your home network. You can move through these different views by pressing the DVR LIST button:

- While watching TV, press the DVR LIST button once to open the DVR List Menu. The very first view is the Combined DVR List view, which combines recorded programs, scheduled recordings, series recordings, and missed recordings in one unified view.
- Press the DVR LIST button a second time to show DVR List from the first DVR in your home.
- Each additional time you press the DVR LIST button, DVR List views from the remaining DVRs will come up in order until you are returned back to the combined DVR List view.

Press DVR LIST the first time to bring up the Combined DVR List view. Press DVR LIST additional times to call up individual DVR List views from across all your DVRs in your Whole Home network.

Individual DVR List from a specific DVR shows only the recordings stored and scheduled on that DVR.

Pressing the LAST button will return you to the previous view, letting you navigate backwards through the different views.

Notes About DVR List Views

To enjoy Whole Home DVR, you must be a subscriber to Cox's Whole Home DVR service. DVR rental fees may apply for any additional DVR you may choose to rent from Cox. If you are not a subscriber but would like to learn more, please contact your Cox Customer Service Representative.

Change DVR List View action is displayed at the bottom of the DVR List screen only if you have multiple DVRs combined in your Whole Home network.

When the view is a Combined DVR List View, then the DVR space utilization information displayed in the top right corner is for total DVR space across all DVRs in your Whole Home DVR service. When you switch to an individual DVR List view, then it shows only the DVR space utilization information from that particular DVR only.

Watch a Recorded Program

You can watch a recorded program anytime you like, beginning immediately after the recording has started. There are two alternatives to accessing your library of recorded programs.

The first is to simply press the DVR List button on your remote control. It will open a DVR List Menu on the left in focus and Recorded Programs highlighted. The Folders Card in the center will feature a list of your recorded programs and series while a Summary Card will appear on the right.

The second is through the Main Menu.

1. Press the RIGHT or LEFT arrow or the MENU button on the remote control to open the Main Menu.

2. Press the DOWN arrow twice to highlight DVR List. Press the RIGHT arrow or SELECT to open the DVR List Menu.

Once you have arrived at the DVR List Menu – by either option – the highlight bar will be on Recorded Programs. To watch a program:

1. Press the RIGHT arrow or SELECT. The focus will move to the Folders Card in the center; the highlight bar will be on the first program in the list.

   Each program or series will have an icon next to it. Series recordings will have a folder icon while individual recordings will have one of two different icons – a green dot or an exclamation point. For an explanation of these three icons, see below.

2. Use the UP and DOWN arrows to highlight a program or folder, then press the RIGHT arrow or SELECT. If the highlight bar is on a program, the cards will shift left and the focus will move to the Actions Card.

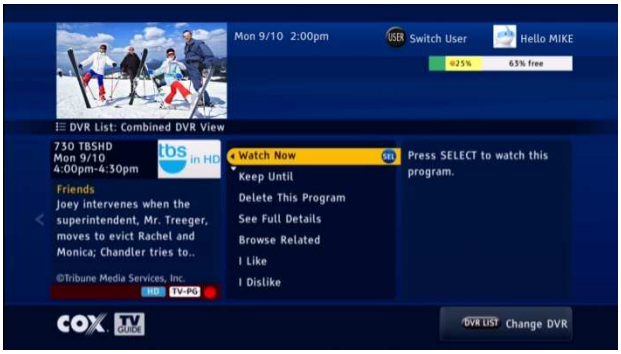
   If the highlight bar is on a folder, pressing the RIGHT arrow or SELECT will open a Programs Card on the right that lists all the episodes in that folder. Use the UP and DOWN arrows to highlight a program, and then press the RIGHT arrow or SELECT to select the program and open the Actions Card.

The DVR List screen lets you browse recorded programs as well as programs scheduled to record.

When browsing recorded programs, the center card lists the saved programs. The card on the right gives a summary of the program.

3. The first available option in the Actions Card will vary. For many programs, the first action in the list will be Watch Now. Press SELECT to begin watching your show.

   If you have previously started watching the selected program, then the first action will be Resume and the second action will be Watch From Beginning. Use the UP or DOWN arrow to highlight your choice and then press SELECT to begin watching.



After you have selected a recorded program, the Actions card lets you begin watching it. Use the UP or DOWN arrows to select the correct action.

A Note About Folders

You may also view the contents of folders in the center card using the B button. Press B (Ungroup Titles) to open all folders and display the titles. Close the folders and Group Titles by pressing B a second time.

Recorded Program Icons

There are three different icons that will appear next to recorded programs.

Icon	Description
	This program is marked as Keep Until I Delete or Keep Until I Watch (any portion of the program). This recording is permanent until you manually delete it.
	This program is marked as Keep Until Space Needed.
	This is a series recording, recording from persistent searches and recurring manual recordings or individual recordings having the same program title.
	This series episode has been auto-clipped because a high priority series recording episode overlapped with this low priority series episode.

A Note About Auto-Clipping of Series Episodes

There are times when some series episodes are not scheduled to air precisely at the top or bottom of the hour. Therefore, these episodes can overlap by only a few minutes with other scheduled recordings, thus causing a conflict. Auto-clipping function can come to the rescue to deal with such situations. If a scheduled series recording episode overlaps with other scheduled series recordings by 20% or less, DVR will automatically clip the series episode having a lower priority so that the highest priority series episode will be recorded in its entirety. The series episode of lower priority will still be recorded, although up to 20% of content may be clipped from its beginning or end to accommodate the series episodes of higher priority. This prevents from having the lower priority series episode from not getting recorded at all because it conflicted with other series episodes.

Scan a Recorded Program

Watching programs recorded to a DVR offers the same ability to scan forward and backward in your program that you find in programs taped by a VCR. Programs recorded to a DVR also allow scanning at multiple speeds.

The different functions are described below.

- **PLAY:** This button starts your program at normal speed.
- **PAUSE:** You can pause a recorded program for up to 15 minutes. Pausing longer than that stops your program and brings you back to the Recorded Programs list. You can resume watching your program from the Actions Card of that program. PAUSE also toggles between the Pause and Play functions.
- **STOP:** This button ends your program and brings you back to Recorded Programs list.
- **FAST FORWARD:** This button lets you scan ahead in your program at up to four different speeds. Press FAST FORWARD once to begin fast forwarding. Each successive press (up to 4 presses) increases the speed. Pressing FAST FORWARD a fifth time returns the program to normal speed. You can also press PLAY to return the program to normal speed. If you fast forward to the program's end, you will see the Program Finished dialogue box asking you if you want to delete this program from your DVR or keep it for future viewing.

Whenever you scan a recorded program, this banner will appear showing the total running time and your place within the program.

- **REWIND:** This button lets you scan backwards in your program at up to four different speeds. Press REWIND once to begin rewinding. Each successive press (up to 4 presses) increases the rewind speed. Pressing REWIND a fifth time returns the program to normal forward speed, just as if you had pressed PLAY. If left to rewind to the beginning, the program will start playing automatically.
- **PAUSE & FAST FORWARD:** Pressing PAUSE and then FAST FORWARD begins a slow motion playback of the recorded program at the slowest speed. Pressing FAST FORWARD a second time fast-forwards the program at a slightly higher but slower than normal fast forward speed. Pressing FAST FORWARD a third time fast-forwards the program at the normal fast-forward speed. You can resume watching at normal speed at any time by pressing PLAY.
- **PAUSE & REWIND:** Pressing PAUSE and then REWIND begins a slow motion rewind of the recorded program. Slow motion rewind is available only in one speed. Pressing REWIND the second time rewinds the program at the slowest speed. Pressing REWIND a third time resumes the playback at normal speed. Additionally, you can resume watching at normal speed at any time by pressing PLAY.
-

- **PAUSE & RIGHT:** Pressing PAUSE and then RIGHT begins a frame by frame playback of the recorded program. You can walk through different frames of the recorded program by repeatedly pressing the RIGHT arrow button on your remote control.

- **PAUSE & LEFT:** Pressing PAUSE and then LEFT begins a frame by frame playback of the recorded program. You can walk through different frames of the recorded program by repeatedly pressing the LEFT arrow button on your remote control.

When you press any of these buttons, a progress bar appears at the bottom of your screen. It displays the viewing time graphically as well as in hours, minutes and seconds.

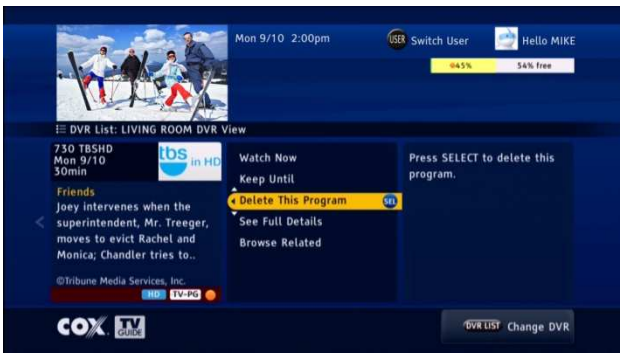
Use Instant Replay

Your DVR also allows you to review a critical scene or an outstanding play on a favorite sports program with the INSTANT REPLAY button – indicated by a curved arrow. Press this button to jump backward in the program seven seconds.

The Instant Replay button looks like this. It is below the REWIND and Record buttons.

Delete Recorded Programs

The Trio Program Guide lets you manage the number of recordings saved to your DVR. This is particularly important as DVRs have ample, but not unlimited, storage space. A “gas gauge” in the top right corner of the DVR List Menu screen shows how much available storage space remains at any given time.



When you no longer want to keep a recording, you can delete it from the Actions Card.

There are two ways to manage the way programs are removed from the list. The first is the Until option. It allows you to decide in advance when a program will be deleted based on other conditions. You can choose to keep a program until storage space is needed, you watch any portion of the program or until you actively delete it.

To change an Until setting, begin at the Actions Card of a program selected from the DVR Recorded Programs list:

1. Use the UP or DOWN arrow to highlight Until and then press SELECT. It will open a new dialogue box.

2. Use the UP or DOWN arrow to highlight the appropriate choice – Space Needed, I Delete or I Viewed – and then press SELECT.

3. Press B to confirm and update your settings.

The second way is to simply delete a program. To do that, begin at the Actions Card of a program selected from the DVR Recorded Programs list:

1. Use the UP or DOWN arrow to highlight Delete This Program and then press SELECT.

2. Press B to confirm.

Get Details About a Recording

When programs are recorded, the DVR also captures all the program information you are accustomed to seeing when using the Trio Program Guide to find live TV programs.

To get more details about the programs in your DVR List, such as a full description of the program, its content ratings or length of time, select a program just as you would if you were going to watch it.

When you arrive at the Actions Card:

1. Use the UP or DOWN arrow to highlight See Full Details and then press SELECT. A dialogue box will appear with the program information.

2. When you are finished, press C to close.

Browse Related

Programs recorded to your DVR can be used as a starting point for conducting Browse Related searches. This feature lets you search for upcoming episodes, related series, related programs from cast & crew, and related genre, just as described in Chapter 3: Guide.

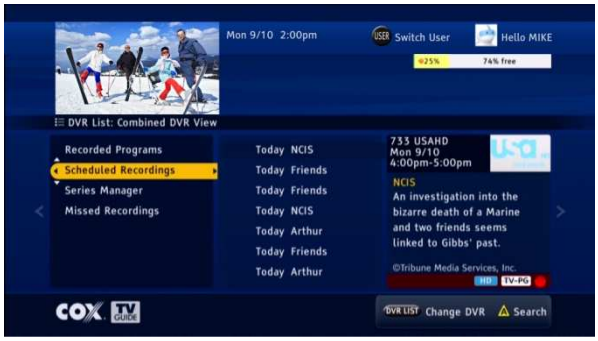
Manage Scheduled Recordings

The Trio Program Guide lets you review and manage all your currently scheduled recordings, including changing the recording options and canceling a scheduled recording.

To review your Scheduled Recordings, begin at the DVR List Menu on the left in focus.

1. Use the DOWN arrow to move the highlight bar to Scheduled Recordings. All of your scheduled recordings, listed in chronological order beginning with Today, will appear in the Folders Card in the center of the screen.

2. Press the RIGHT arrow or SELECT. The focus will move to the Folders Card.



Review planned recordings, change settings and cancel planned recordings from the Scheduled Recordings Menu.

3. Use the UP or DOWN arrow to find a planned recording you want to review.

4. Press the RIGHT arrow or SELECT. The cards will shift to the left and the focus will move to the Actions Card in the center. A Summary Card will appear on the left.

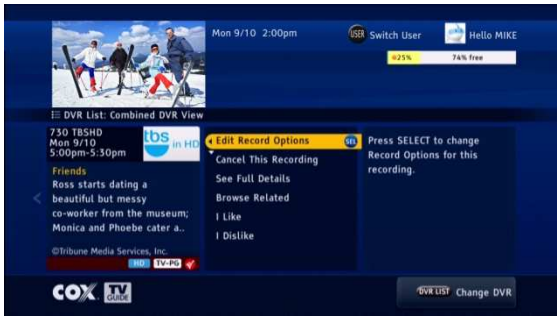
Change Recording Options for a Single Program

You can view and revise the recording options assigned to any scheduled single program recording.

At the Actions Card, Edit Recording Options will be highlighted.

1. Press SELECT. A dialogue box with the recording options assigned to that program will appear.

2. Adjust the settings using a combination of the UP and DOWN arrows to highlight individual settings and the SELECT button to confirm. There are several different settings you can change:



Edit Recording Options lets you manage single program recordings.

- **Until:** To keep the hard drive from filling up, which would prevent you from recording other shows, you can set programs to delete when Space Is Needed or I Viewed any portion of the program. You can also choose the “I Delete” option to save a show until you manually delete it.

- **Start:** You can set a recording to begin On Time or in one-minute increments between 1 and 5 minutes, as well as 10 minutes, 15 minutes and 30 minutes before or after the program begins.

- **End:** You can set a recording to end On Time or in one-minute increments between 1 and 5 minutes, as well as 10 minutes, 15 minutes, and 30 minutes before or after the program concludes. Additionally, you can extend the end time of the recording by 1 hour, 2 hours, and 3 hours after the program concludes.

- **Record To:** The latest software upgrade from Cox now supports multiple DVRs that may be added to your Whole Home DVR service. If you lease multiple DVRs for your Whole Home DVR service, then you will see the Record To option. This option will allow you to select a DVR where the recording will be scheduled. For more information on this useful service from Cox, see Chapter 9: Whole Home DVR.

3. Press B to accept your changes.

Change Options for a Manual Recording

You can view and revise the recording options assigned to any scheduled manual recording.

At the Actions Card, Edit Recording Options will be highlighted.

1. Press SELECT. A dialogue box with the recording options assigned to that program will appear.

2. Adjust the settings using a combination of the UP and DOWN arrows to highlight individual settings and the SELECT button to confirm. There are several different settings you can change:

    - **Record:** You can choose between One Time Only and a Recurring recording.

    - **Channels:** Use the UP and DOWN arrows to select a channel.

    - **Day:** Use the UP and DOWN arrows to choose a day. One Time recordings will let you select Today or a date up to one year in the future. Recurring recordings will let you select specific days of the week, Monday through Sunday, Everyday, Monday-Friday, Saturday & Sunday.

    - **Start Time:** Select a time to begin your recording, using the UP and DOWN arrows or number buttons on the remote to input hours and minutes. Press SELECT to confirm the correct start time.

    - **End Time:** Select a time to end your recording, using the UP and DOWN arrows or number buttons on the remote to input hours and minutes. Press SELECT to confirm the correct end time.

    - **Until:** To keep the hard drive from filling up, which would prevent you from recording other shows, you can set programs to delete when Space Is Needed (default) or I Viewed any portion of the program. The Keep Until I Delete option permanently saves the recording on your DVR until you manually delete it.

    - **Record To:** The latest software upgrade from Cox now supports multiple DVRs that may be added to your Whole Home DVR service. If you lease multiple DVRs for your Whole Home DVR service, then you will see the Record To option. This option will allow you to select a DVR where the recording will be scheduled. For more information on this useful service from Cox, see Chapter 9: Whole Home DVR.

3. Press B to Accept Changes.

Cancel a Scheduled Recording

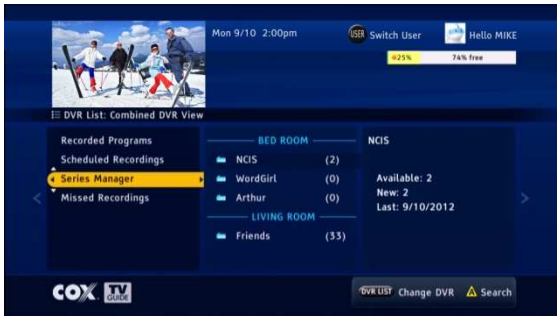
You can also cancel a Scheduled Recording.

To do this, begin at the Actions Card:

1. Press the DOWN arrow to highlight Cancel This Recording.
2. Press SELECT. A dialogue box will appear, asking you to confirm the cancellation.
3. Press B to confirm.

Manage Series Recordings

The Series Manager allows you to view and modify recording options for each of the series recordings. The changes you make to the series recording will affect each episode in the series that is scheduled to be recorded. It doesn't affect episodes recorded prior to any changes.



The Series Manager lets you adjust the full range of options for series recordings.

To manage a series recording, begin at the DVR List Menu on the left in focus.

1. Use the DOWN arrow to move the highlight bar to Series Manager. All your scheduled series recordings will appear in the Folders Card in the center of the screen.

2. Press the RIGHT arrow or SELECT. The focus will move to the Folders Card. Use the UP or DOWN arrow to find a series folder to review.

3. Press the RIGHT arrow or SELECT. The cards will shift to the left and the focus will move to the Actions Card in the center. A Summary Card, showing details of the series recording history, will appear on the left.

Change Series Recording Options

You can view and revise the recording options assigned to any scheduled series recording.

At the Actions Card, Edit Recording Options will be highlighted.

1. Press SELECT. A dialogue box with the recording options assigned to that series will appear.

2. Adjust the settings using a combination of the UP and DOWN arrows to highlight individual settings and the SELECT button to confirm. There are several different settings you can change:

Edit Recording Options lets you manage series recordings. Use a combination of the arrow buttons and SELECT button to change the settings.

- **Episodes:** You can choose to record First Run programs or First Run & Repeats.

- **Channels:** You can choose to record programs that air on the program's original channel or any channel that carries the program.

- **Airtimes:** You can choose between All Showings or only those that run at a specific time.

- **Keep:** This setting lets you determine whether to record All Episodes or any number of episodes between 1 and 15.

- **Until:** To keep the hard drive from filling up, which would prevent you from recording other shows, you can set programs to delete when Space Is Needed or I Watch any portion of the program. You can also choose the "I Delete" option to save all shows in the series until you manually delete the series.

- **Start:** You can set a recording to begin On Time or in one-minute increments between 1 and 5 minutes, as well as 10 minutes, 15 minutes and 30 minutes before or after the program begins.

- **End:** You can set a recording to end On Time or in one-minute increments between 1 and 5 minutes, as well as 10 minutes, 15 minutes, and 30 minutes before or after the program concludes. Additionally, you can extend the end time of the recording by 1 hour, 2 hours, and 3 hours after the program concludes.

  o **Resolution:** This option becomes available when you select Any Channel in the Channels option. If the series you wish to record is in HD format, then you would be presented with two choices ─ HD only, and SD, if available. Otherwise, you will be presented with choices ─ SD only, and HD, if available.

3. Press B to accept your changes.

A Note About Record To Option for Series Recordings

Record To option is not available when you edit series recordings because series recordings expected to be stored on one DVR. If you still want to change the DVR for a particular series, then we recommend you to cancel the series and reschedule it on a different DVR by using the appropriate DVR in the Record To option.

Change Series Priority

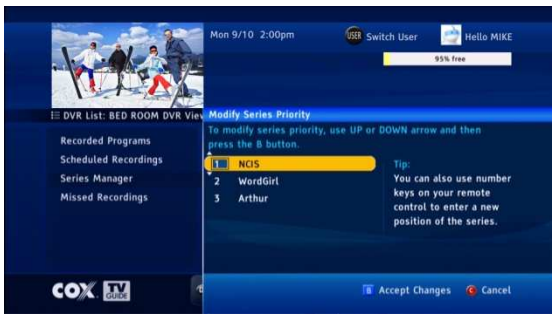
Modify Series Priority allows you to adjust the recording priority of a series and determine which series is recorded when there is a conflict in the recording schedule.

To do this, begin at the DVR List Menu of a specific DVR.

1. Use the UP or DOWN arrow to highlight Series Manager.

2. Press B to Modify Series Priority.

3. Use the UP or DOWN arrow to highlight a series that you would like to put higher or lower in the priority list. Press SELECT. A number box will appear in the highlight bar.



Series Manager also lets you modify the recording priority and determine which programs are recorded in the event of a conflict.

4. Use the UP or DOWN arrow to change the priority. The number in the box will change. A lower number means the series has a higher priority. Press SELECT to confirm the change.

You can also use the number pad on your remote control to directly enter a new priority number.

5. Press B to accept all changes. The priority numbers of all series will be adjusted accordingly.

A Note About Change Series Priority for Multiple Whole Home DVRs

If you lease multiple DVRs for your Whole Home DVR service, then Change Series Priority option is not available when your DVR List view is Combined DVR List view. It is only available when you are on the individual DVR List view as the series recordings can only be prioritized on individual DVRs separately.

Cancel a Series Recording

You can cancel a scheduled Series Recording. To do this, begin at the Actions Card:

1. Press the DOWN arrow to highlight Cancel Series Recording.
2. Press SELECT. A dialogue box will appear, asking you to confirm the cancellation.
3. Press B to confirm.

Delete All Programs from a Series Recording

You may want to delete series recordings you have already watched or are no longer interested in watching. This option will delete all episodes in a series. To delete single episodes, please see Delete Recorded Programs above.

Delete Series Programs will delete all episodes in a series. To Delete a single episode, please see Delete Recorded Programs above.

To do this, begin at the Actions Card:

1. Press the DOWN arrow to highlight Delete Series Programs.
2. Press SELECT. A dialogue box will appear, asking you to confirm the delete. This will delete all programs in the series that are currently recorded to the DVR.
3. Press B to confirm.

See Your Missed Recordings

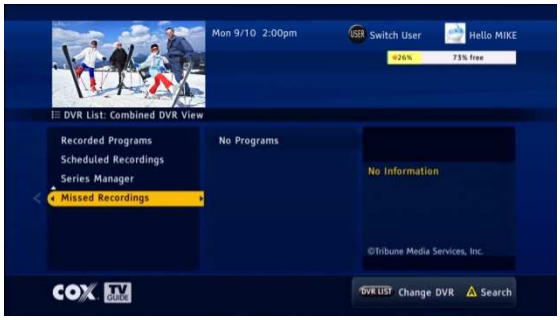
Your Missed Recordings is a log of missed recordings. By reviewing this information, you can avoid future missed recordings. The reasons include manual cancellation, the DVR hard drive is full, there was a recording conflict or there was no data in the Guide.

To view your Missed Recordings, begin at the DVR List Menu on the left in focus.

1. Use the DOWN arrow to move the highlight bar to Missed Recordings. All your failed recordings will appear in the Folders Card in the center of the screen.

2. Press SELECT. The focus will move to the Folders Card. Use the UP or DOWN arrow to find a failed recording to review.

3. Press SELECT. The Summary Card on the right will show the reason this recording failed.



Missed Recordings explains why a scheduled recording did not happen.

Remote DVR Scheduling

Remote DVR Scheduling is an added feature for customers with a Cox DVR. Remote DVR Scheduling is a convenient way to record a single episode of a show on a moment's notice. Now you can program your DVR running the Trio Program Guide from your wireless phone or from a computer.

Notes on Remote Scheduling

To use Remote DVR Scheduling, you must have a subscription to Cox DVR service and a valid Cox User ID. There is no additional charge to use Remote DVR Scheduling, but consult your wireless provider for charges that may apply to access the Internet on your wireless phone.

Chapter 6: Whole Home DVR

Cox's new Whole Home DVR service lets family members watch saved programs from any television set/cable receiver combination in the house, even those that don't have DVRs. The DVR also allows you to pause a show in one room and resume watching it in the other room. It is that easy. Up to five receivers, any combination of DVRs and non-DVR receivers can be networked together. The latest software upgrade from Cox now supports multiple DVRs for your Whole Home DVR service. You can access combined or individual list of recordings stored on all DVRs from any receiver in your home network.

When your network is complete, family members can watch recorded programs at the same time from each of the televisions in the network. From the non-DVR receivers, you can play a program, replay favorite scenes or fast forward to the next important scene, delete the program when you have finished watching it, and schedule recordings, just as you would if you were using the DVR-enabled receiver. Only the DVR-enable receiver can give you VCR-like functionality – PAUSE, REWIND, etc. – while watching live TV.

To enjoy Whole Home DVR, you must be a subscriber to Cox's Whole Home DVR service. If you are not a subscriber but would like to learn more, please contact your Cox Customer Service Representative.

The main sections in this Chapter are:

- General information on multiple DVR support
- Watching recorded programs on non-DVR receivers

Multiple DVR Support

The latest software upgrade from Cox can now support multiple DVRs that can be added to your Whole Home DVR service. Up to five receivers, any combination of DVRs and non-DVR receivers can be networked together. You can benefit from having multiple DVRs for your Whole Home DVR service in the following two main ways.

- No more running out of space for your recordings. Each additional DVR you add to your Whole Home DVR service will provide you with extra space for your recordings.
- No more missed recordings because you can now record two extra shows for each additional DVR you add to your Whole Home DVR service. For example, if you combine two DVRs, then you can record up to four HD programs simultaneously. If you combine three DVRs, then you can record up to six HD programs simultaneously. You may even choose to combine five DVRs to record up to ten programs simultaneously.

DVR Network Status

DVRs participate in the Whole Home DVR network in either a visible or an invisible status.

A visible status allows the DVR to make all of its recorded programs and scheduled recordings accessible to any other DVR or non-DVR receiver in the network. Also, a visible status allows a DVR to accept recording requests from any other networked DVR or a non-DVR receiver. In other words, visible status operates both ways. At any given point in time, you must have at least one visible DVR in your home network to allow non-DVR receivers to access recordings.

Wed 9/12 12:30pm
Switch User
Hello MIKE
Settings
LIVING ROOM
Receiver: DVR
Serial #: SABTHRXZN
Status: Visible
Tuners: 2
Visible
Invisible
Visible status allows full access from networked receivers to this DVR. All your recorded programs and future recordings on this DVR will become visible to other networked receivers in your home.
COX TV GUIDE

You can change the network status of DVR in the Settings Menu.

An invisible status allows the DVR to hide all of its recorded programs and scheduled recordings from being accessed by any other DVR or non-DVR receiver in the network. However, an invisible DVR can access the recorded programs and scheduled recordings that are currently stored on all visible DVRs in the network. In other words, invisible status operates only one way. Invisible status is beneficial in situations where you do not wish to make recordings from your personal DVR be made available to other receivers in your household, but at the same time you wish to have full access to recordings stored on other DVRs in your network.

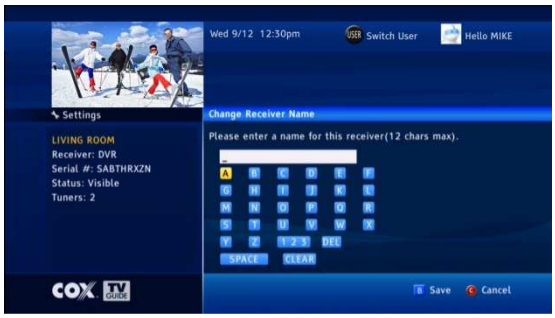
Wed 9/12 12:30pm
Switch User
Hello MIKE
Settings
LIVING ROOM
Receiver: DVR
Serial #: SABTHRXZN
Status: Visible
Tuners: 2
Visible
Invisible
Invisible status prevents sharing of this DVR with your networked receivers. All recorded programs and future recordings on this DVR will be inaccessible from other receivers. However, this DVR will have full access to all other visible DVRs.
COX TV GUIDE

You can change the network status of DVR in the Settings Menu.

By default, all DVRs in your Whole Home DVR network are set as visible DVRs. If you wish to change their network status, you can do this in the Settings Menu. For more information on how to view and change the network status of DVRs, see Chapter 10: Settings.

Naming of DVRs

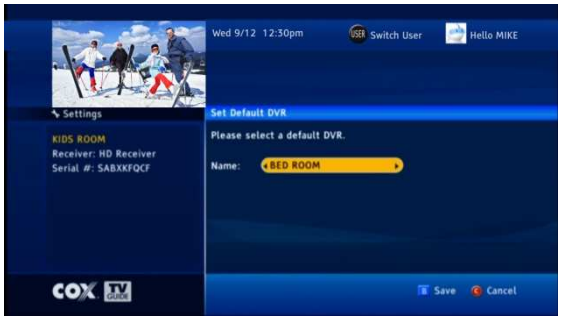
If you choose to get multiple DVRs for your home network, then we highly recommend that you name your DVRs. Naming allows you to identify your DVRs where you can schedule your recordings. For more information on how to name DVRs, see Chapter 10: Settings.



You can name your receivers in the Settings Menu.

Setting Default DVR

If you choose to get multiple DVRs for your home network, we recommend you to set a default DVR for your non-DVR receiver. This allows a non-DVR receiver to use the default DVR as the default go-to DVR for its recordings. This becomes useful when you set up your recording just by pressing the RECORD button on your remote control so that you are not asked to select which DVR you wish to schedule this recording to. Also, this default DVR is used for individual, series, and manual recordings as a default Record To option, but can be easily changed by selecting a different DVR when you schedule your recordings. For more information on how to set up recordings, see Chapter 5: DVR.



You can set the default DVR from the Settings Menu.

Notes About Multiple Whole Home DVRs

To enjoy Whole Home DVR, you must be a subscriber to Cox's Whole Home DVR service. DVR rental fees may apply for multiple DVRs you may choose to rent from Cox. If you are not a subscriber but would like to learn more, please contact your Cox Customer Service Representative.

Watch a Recorded Program

Once your network has been installed, you are ready to watch DVR-recorded entertainment. On any connected receiver, open your library of saved programs through the DVR List, just as you would on the DVR-enabled receiver and television. For more information on this, see Watch a Recorded Program in Chapter 5: DVR.

Recorded programs on a non-DVR receiver can be accessed in a similar manner as DVR receiver.

All DVR-related functions on a non-DVR receiver can be accessed in a similar manner as DVR receiver. Please see Chapter 5: DVR for more information on how to access Scheduled Recordings, Series Manager, Missed Recordings, or how to schedule recordings.

Pausing Live TV on Non-DVR Receivers

With the latest software upgrade from Cox, you can now pause live TV on your non-DVR receiver. Once a program is paused, you can also perform fast-forward, rewind, instant replay etc. on the paused program from that point forward. Because non-DVR receivers don't have a hard disk, pausing a program on a non-DVR receiver requires buffering that program on a DVR. This, in turn, requires a free tuner available on the DVR. This process is simple and happens automatically behind the scenes when you press the PAUSE button on your remote control.

By default, this feature is turned off. When it is off, pressing the PAUSE button on the remote control displays an informative message asking you to turn it on from the Settings Menu. For more information on how to turn pause live TV on, please see Chapter 10: Settings.

Once this feature has been turned on, you are all set to go. When you press pause while watching a program on your non-DVR receiver, an informative banner will display asking you to wait while the program starts buffering on the paired DVR. If the paired DVR has a tuner available, then the buffer starts immediately on the DVR and the program is paused on your non DVR receiver. You may experience up to 10 seconds delay during this process.

Occasionally, when a tuner is unavailable on the DVR, you will not be able to pause live TV on your non-DVR receiver until the tuner on the DVR is freed-up. Also, the DVR tuner you may be using to pause live TV on your non-DVR may be claimed by the DVR to allow channel changes or to record programs at their scheduled airtime.

Notes About Pausing Live TV on non-DVR Receivers

To avoid continuous use of DVR tuners and thus monopolizing of the DVR by one or few non-DVR receivers in the Whole-Home DVR network, you can control paused live TV continuously for only a period of 3 hours. If you perform a VCR-like control function during the 3-hour period, then that time-period is reset for another 3 hours. If no VCR-like control functions are performed within the 3-hour period, then that tuner is reclaimed and is made available for recording, channel changes, or for pausing live TV purposes on other non-DVR receivers. If within a 3-hour period, if a tuner is needed for channel changes or scheduled recordings, then it is immediately reclaimed for those purposes and you will lose the ability to pause live TV until a tuner becomes available on the DVR.

When you pause a program on a non-DVR receiver, you can rewind only up to the point when you paused it. Only in rare circumstances where the DVR was already tuned to the same program or has already been recording that program from its beginning, then you can rewind through the entire program.

The DVR tuner used for pause live TV purposes can be reclaimed in one of the following circumstances.

- You decide to tune to a different channel using your remote control's numeric buttons, CH+- buttons, FAV button, LAST button, from Guide, INFO banner, search, browse related, recommendations etc.
- DVR user decide to change channels that requires a separate tuner and all remaining tuners are currently occupied for recordings or for watching TV

Watching DVR Recordings on DLNA Premium Video Certified® Products

DLNA®, which stands for The Digital Living Network Alliance®, is a non-profit trade organization that defines standards that enable devices to share media ─ photos, video, music ─ with each other. One such standard developed by The DLNA® is a DLNA Premium Video. With the DLNA Premium Video, you can stream your recorded programs stored on your DVR to a DLNA Certified® Premium Video product such as a video game console. Every day, new devices become DLNA Certified®. Please ensure that the DLNA Certified® device you are buying supports the DLNA Premium Video in order to access and play back your DVR recordings. To learn more about DLNA Certified® products, please visit the The DLNA® website at: http://www.dlna.org/

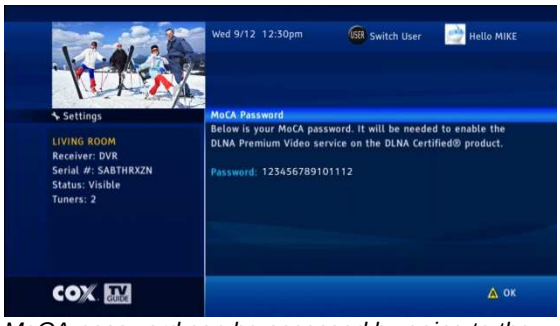
To watch DVR recordings on a DLNA Certified® product, you would need the following.

1. The DLNA Certified® product that supports DLNA Premium Video standard
2. Ethernet to MoCA Bridge (this product is also known as Ethernet MoCA Adapter or Ethernet over COAX Adapter)
3. MoCA password from the Trio Program Guide
4. COAX splitter (optional)

To set up your DLNA Certified® product to access DVR recordings:

1. First note down the MoCA password for your Whole-Home DVR network.

2. Using the wiring diagram provided by your MoCA bridge manufacturer, connect the MoCA Bridge to a Coax cable splitter or an un-used cable outlet. Also, connect the other end of the MoCA Bridge to a wired or wireless router for Internet connectivity.



MoCA password can be accessed by going to the Receivers and DVR Network menu options from the Settings menu.

3. Using the instructions provided by your MoCA Bridge manufacturer, enter the MoCA password into the MoCA Bridge software to allow it to join your Whole-Home DVR network. If you run into problems, call your manufacturer first and then contact Cox for any additional questions.

4. Finally, connect your DLNA Certified® product to the Internet and access its video features to see if you are able to see DVR recordings. If you do not see any DVR recordings, then make sure you have followed instructions correctly from all different manufacturers.

Chapter 7: Recommendations

Today, there are thousands of program choices available on TV. These many choices can sometimes become overwhelming. To help you find programs that match your personal taste, the Trio Program Guide now includes personalized recommendations. These recommendations are based on the programs you already watch and your taste preferences for programs that you like or dislike.

Getting to Recommendations

There are three main ways to access recommendations.

1. From the Main Menu: Press the COX MENU button on your remote control, highlight Recommendations, and press the RIGHT arrow or SELECT button on the remote.

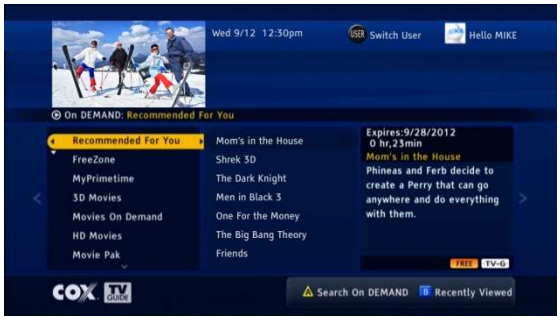
2. From the Guide: Press the diamond-shaped D button.

3. From the On DEMAND menu: Highlight Recommended For You for On DEMAND only recommended programs.

From the Main Menu, press SELECT or the RIGHT arrow to go to Recommendations.

Thu 9/06 3:12pm
Switch User
Hello MIKE
Bizarre Foods With Andrew Zimmern
Thu 9/06 3:00pm-4:00pm
Andrew Zimmern culinary tour of Chile includes cow udders and barnacles.
735 TRVLH
Guide: Grid View: Bizarre Foods With Andrew Zimmern
Thu 9/06 3:00pm 3:30pm 4:00pm 4:30pm 5:00pm
735 TRVLH Bizarre Foods With Andrew Zi... Man v. Food Man v. Food Anthony Bour..
736 FX Tooth Fairy How I Met Yo.. How I Met Yo.. Two and a Hal..
737 TLCHD What Not to Wear I Found the G.. I Found the G.. Four Weddings
739 HIST Titanic at 100: Mystery Solved Titanic's Final Moments: Missing Pieces
740 APLHD Animal Cops Phoenix Fatal Attractions Rattlesnake R..
741 SPRTS Queen of Hearts
746 BETHD American Viol.. My Wife and .. My Wife and .. My Wife and .. The Parkers
COX TV GUIDE
Search
Change Guide Date
Recommendations
Guide Date: Thu 9/06

On the Guide, press the D button on your remote control to go to Recommendations.



For On DEMAND only recommendations, go to Recommended For You in the On DEMAND menu.

Personalized Recommendations Notice

Each user in the household receives unique recommendations suited to one's own taste and preferences. By default, all users in the household are opted-in to receive personalized recommendations. To inform users about their right to opt-out, a personalized recommendations notice is presented to each user when Recommendations are accessed the very first time.

Wed 9/12 12:30pm
Switch User
Hello MIKE
Recommendations
On Now
Later Today
Next Days
Personalized Recommendations
Get recommendations made just for you! We can help you find your new favorites using the programs you already watch. Recommendations will improve over time based on your viewing behaviors. Your first recommendations may not be available for up to 48 hours. Personalized Recommendations are currently turned ON. To turn them OFF, go to Settings > Guide Display > Recommendations.
OK

Personalized Recommendations Notice appears the first time each user goes to Recommendations.

Browsing through Recommendations

Browsing through recommendations is as easy as browsing through your Guide. Just highlight any one of the categories on the left card and program recommendations will be displayed in the center card pertaining to that category.

On Now

On Now displays an assortment of currently airing programs and On DEMAND programs. Only those programs that have aired 50% or less of their scheduled time are recommended. If the program has aired more than 50% of its scheduled duration, then such program is not recommended. Also, any program that will begin airing in the next 5 minutes or less is recommended.

On Now recommendations display currently airing programs and On DEMAND programs that you may enjoy watching.

Later Today

Later Today includes a list of recommended programs that are scheduled to air on that day until 11:59pm. Programs airing 12:00am onwards on that midnight will be recommended in the Next Days section discussed below.

Later Today includes a list of recommended programs that will air on that day until mid-night.

Next Days

Next Days includes a list of recommended programs that will begin airing in the next 14 days from 12:00am midnight onwards.

Next Days includes a list of recommended programs that will air in the next 2 weeks.

Recommended For You

Recommended For You contains all your On DEMAND recommendations in one place.

Liking/Disliking Programs

Your likes / dislikes help us find more programs that match your tastes.

To Like a program, begin at the Actions Card:

1. Press the DOWN arrow to highlight I Like.

2. Press SELECT. The instructions in the right card will update to state that you liked the program.

Fri 7/27 6:00pm
Switch User
Hello Sarah
Recommendations: Passport to Latin America
735 TRAVHD
Fri 7/27
6:00pm-7:00pm
Passport to Latin America
Buenos Aires: Tango. Samantha Brown shares the sights, sounds and spirit of the many destinations she has visited during her adventures...
©Tribune Media Services, Inc.
NEW
HD
TV-G
Watch Now
Record
See Full Details
Browse Related
I Like
I Dislike
Suspend Recommendation
Press SELECT to tell us you like this program. Your likes / dislikes help us find more programs that match your tastes.
COX TV GUIDE

Liking or Disliking a program helps the recommendations software to fine-tune recommendations that match your taste.

To Dislike a program, begin at the Actions Card:

1. Press the DOWN arrow to highlight I Dislike.

2. Press SELECT. The instructions in the right card will update to state that you disliked the program.

Suspend Recommendation

Suspend Recommendation action allows you to temporarily prevent the program from being recommended (e.g., hold off that Christmas movie until the next Christmas season).

To Suspend Recommendation, begin at the Actions Card:

1. Press the DOWN arrow to highlight Suspend Recommendation.

2. Press SELECT. The program will be removed from your recommendations list.

Fri 7/27 6:00pm
Switch User
Hello Sarah
Recommendations: Passport to Latin America
735 TRAVHD
Fri 7/27
6:00pm-7:00pm
Passport to Latin America
Buenos Aires: Tango. Samantha Brown shares the sights, sounds and spirit of the many destinations she has visited during her adventures...
©Tribune Media Services, Inc.
NEW HD TV-G
Watch Now
Record
See Full Details
Browse Related
I Like
I Dislike
Suspend Recommendation
Press SELECT to prevent this program / series from being recommended for at least several months.
COX TV GUIDE

Suspend Recommendation allows you to temporarily prevent the program from being recommended to you.

Chapter 8: Interactive Services

Cox Interactive Services delivers the latest news, information and entertainment to your television, whenever you need it. The Zone Channels feature gives you instant access to top news, sports and children's programming in a single view. Cox Digital Telephone customers also have access to Caller ID through the TV and other useful phone tools.

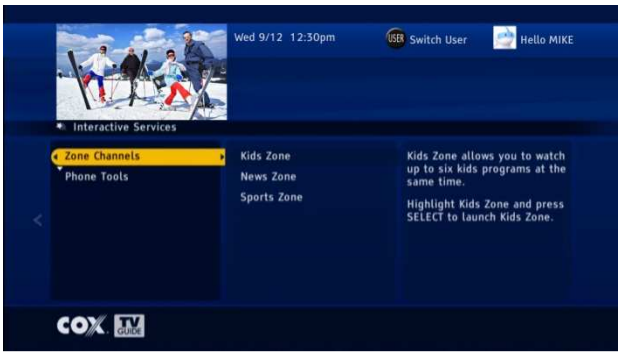
Launch Interactive Services

Interactive Services is found in the Main Menu of the Cox Trio Program Guide. To open the Interactive Services Menu:

1. Open the Main Menu using the MENU button on your remote control or by pressing either the RIGHT or LEFT arrow.

2. Use the UP or DOWN arrow to move the highlight bar to Interactive Services.

3. Press SELECT or RIGHT arrow to open the Interactive Services Menu.



When you launch Interactive Services you will see a screen like this. Available services are listed in the card on the left.

Use Phone Tools

Turn your television into a powerful tool for managing incoming phone calls, including Caller ID to the TV, live call forwarding and checking calls you missed while you were away. Cox Digital Telephone Service with Caller ID is required to use these tools.

To open the Phone Tools Menu, begin at the Interactive Services Menu on the left.

Use the UP or DOWN arrow to highlight Phone Tools and press SELECT or RIGHT arrow. The focus will shift to the Phone Tools Menu in the center card, with Call Logs highlighted. The INFObar widget will be in the card on the right.

See Calls You Missed

To open the Call Log, begin at the Phone Tools Menu.

1. Press SELECT or RIGHT arrow. A new screen will appear. The card on the left shows your home phone number or numbers, if there is more than one line to the house. The center card shows a list of callers in chronological order.

2. Use the UP or DOWN arrow to highlight a telephone number and then press SELECT or RIGHT arrow.

3. Use the UP or DOWN arrow to highlight a caller and then press SELECT or RIGHT arrow. Call details will appear in the card on the right.

4. Use LEFT arrow or LAST to look at other missed calls or return to Phone Tools.

See Who Is Calling

With Caller ID to the TV, you can see who is calling without interrupting your television program.

Caller ID to the TV allows you see who is calling without interrupting your program.

To adjust these settings, begin at the Phone Tools Menu in the center card.

1. Use the UP or DOWN arrow to highlight TV Caller ID and press SELECT or RIGHT arrow. A new screen will appear, with a TV Caller ID Menu on the left. TV Caller ID, the first item in the list, will be highlighted.

2. The default setting for Caller ID to the TV is on.

3. To set the duration of the Caller ID banner, use the UP or DOWN arrow to highlight Duration and press SELECT or RIGHT arrow.

4. Use the UP or DOWN arrow to highlight 5, 10, 15, 20 or 30 seconds and press SELECT or RIGHT arrow.

5. Press LEFT arrow or LAST to return to the TV Caller ID Menu.

6. To position the Caller ID Banner, use the UP or DOWN arrow to highlight Position and press SELECT or RIGHT arrow.

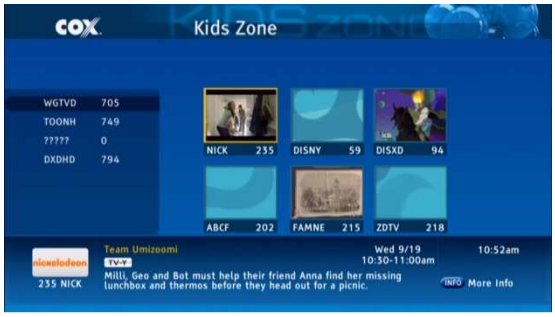
7. Use the UP or DOWN arrow to highlight Bottom or Right for the banner position and press SELECT or RIGHT arrow.

8. Use LEFT arrow or LAST to return to the Phone Tools Menu.

Watch Zone Channels

You can simultaneously view some of the most popular channels through the Zone Channels feature in Interactive Services. Zone Channels includes up to 6 channels in each of three categories - News, Sports and Kids.

When you click on Zone Channels in Interactive Services, you will see live video from each channel in a category – say Sports – arranged on a single screen.



Zone Channels lets you view live video from up to 20 channels in three different categories. From this screen, you can choose one to watch in full screen.

To open Zone Channels, begin at the Interactive Services Menu in the card on the left.

1. Use the UP or DOWN arrow to highlight Zone Channels and press SELECT or RIGHT arrow. The focus will shift to the center card.

2. Use the UP or DOWN arrow to highlight News, Sports or Kids and press SELECT or RIGHT arrow. The selected Zone Channel will open in a new screen.

3. Use the arrow buttons to highlight a channel you're interested in to hear the audio. Channel information can be found below the video pane and in a list on the left.

Zone Channels offers News, Sports and Children's programming. Select your category in the card in the center.

4. To watch a channel full screen, use the arrow buttons to navigate to and highlight the video pane and then press SELECT.

Note:

- Parental Controls work on this view of Zone Channels just as they would on live television.
- Zone Channels may not be available in all service areas.

Chapter 9: Customer Support

The Trio Program Guide offers a number of Customer Support tools. This Chapter discusses the different support services available and how to access them.

Access Customer Support

Customer Support is found under the Main Menu. To open the Customer Support Menu:

1. Open the Main Menu using the MENU button on your remote control or by pressing either the RIGHT or LEFT arrow.

2. Use the UP or DOWN arrow to move the highlight bar to Customer Support. Press SELECT or RIGHT arrow to open the Customer Service Menu.

Get Answers to Technical Questions

The Customer Support section of the Trio Program Guide includes details about your cable receiver.

Occasionally, it will be necessary to look up details on your cable receiver (set top box). To do this, begin at the Technical Support Menu.

The Technical Support Menu includes details on your cable receiver. Highlight Technical Support and press SELECT to call up this information.

1. Use the RIGHT arrow to bring the highlight to Cable Receiver in the center card.

2. Press SELECT or RIGHT arrow on the Cable Receiver. A new screen will appear with the serial number of the cable receiver and other information.

3. Use LEFT arrow or LAST to return to the Technical Support Menu.

Receiver Test

If you experience issues with Trio or its Whole Home DVR service, you may be asked by the customer service representative to run the Receiver Test. The Receiver Test checks for any network or connectivity issues and reports them on the screen. Cox customer service representative will then ask you about the reference code you may see on the screen. This greatly expedites the troubleshooting process.

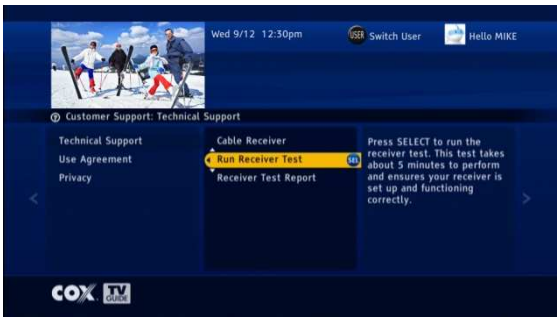
To run the Receiver Test, begin at the Technical Support Menu.

1. Use the RIGHT arrow to highlight Cable Receiver and then press DOWN arrow to highlight Run Receiver Test.

2. Press SELECT to run the Receiver Test. A new screen will appear that will display the status of different tests that will be run. The Receiver Test may take up to 5 minutes to run completely.

3. Once the Receiver Test is completely run, you will see three buttons displayed at the bottom. Press the B button to view the Receiver Test Report. This report displays the type of test, brief summary of the issue, and troubleshooting instructions. Press UP/DOWN or PAGE+- arrows to read information about the issues.

4. Use LEFT arrow or LAST to return to the Technical Support Menu.


Wed 9/12 12:30pm
Switch User
Hello MIKE
Customer Support: Technical Support
Technical Support
Use Agreement
Privacy
Cable Receiver
Run Receiver Test
Receiver Test Report
Press SELECT to run the receiver test. This test takes about 5 minutes to perform and ensures your receiver is set up and functioning correctly.
COX TV GUIDE

Receiver Test is a diagnostic test that identifies any network or connectivity issues with your receiver. Highlight the Run Receiver Test and press SELECT to run this test.

The Receiver Test screen displays the progress of the test.

Once the Receiver Test is complete, the screen will display three buttons displayed on the screen. Pressing the B button displays the Receiver Test report.

View the Receiver Test Report

At any time, you may access the Receiver Test report that was last run. To do this, begin at the Technical Support Menu.

1. Use the RIGHT arrow to highlight Cable Receiver and then press the DOWN arrow twice to highlight Receiver Test Report.

2. Press SELECT to view the Receiver Test Report. A new screen will appear that will display the Receiver Test Report. This report displays the type of test, brief summary of the issue, and troubleshooting instructions.

3. Press C or LEFT arrow to exit.

Wed 9/12 12:30pm
Switch User
Hello MIKE
Customer Support:Receiver Test Report
Receiver Test Report - 9/19/2012 10:59 AM
This report provides the results of the last receiver test. This report shows test names and whether the receiver passed tests or if problems were found. If problems were found, it offers error codes and troubleshooting tips. If try a troubleshooting tip, you should always run the receiver test again to see if the problem has been fixed.
TEST NAME
TEST RESULT
TROUBLESHOOTING
CONNECTIVITY TEST 1 -
Pass
COX
Run Receiver Test
Close

The Receiver Test Report displays the test name, brief summary of the issue, and troubleshooting steps.

View the Use Agreement

You may review your Use Agreement with Cox at any time.

To do this, begin at the Customer Support Menu.

1. Use the UP or DOWN arrow to highlight Use Agreement and press SELECT or RIGHT arrow. The agreement will appear in a dialogue box.

2. Use DOWN arrow to scroll through the information.

3. Press C or LEFT arrow to exit.

Wed 9/12 12:30pm
Switch User
Hello MIKE
Customer Support
Technical Support
Use Agreement
Privacy
About Your Use of the Cox Service
Cox Communications ("Cox") grants to you a limited, nonexclusive, nontransferable and nonassignable license to use the software (including software from third party vendors that Cox distributes, hereinafter referred to as the "Licensed Software"), in order to use the Service. Cox may modify the Licensed Software at any time, for any reason, and without providing notice of such modification to you. The Licensed Software constitutes confidential and proprietary ...
COX

The Use Agreement screen includes details on your cable service agreement with Cox.

View the Cox Privacy Policy

You may review the Cox Privacy Policy at any time.

To do this, begin at the Customer Support Menu.

1. Use the UP or DOWN arrow to highlight Privacy and press SELECT or RIGHT arrow. The agreement will appear in a dialogue box.

2. Use DOWN arrow to scroll through the information.

3. Press C or LEFT arrow to exit.

Wed 9/12 12:30pm
Switch User
Hello MIKE
Customer Support
Technical Support
Use Agreement
Privacy
Cox Privacy Policy
For some cable television services, such as pay-per-view, interactive, and entertainment-on-demand, we maintain usage information for billing, programming and related purposes. We may sometimes collect anonymous cable settop box usage or other data. We may use it to help manage our network and compile it with demographic information from other sources to develop aggregate statistics for programming, marketing, advertising and ...
COX TV GUIDE

This screen details the Cox Privacy Policy.

Chapter 10: Search

The Trio Program Guide features a Universal Search function that lets you quickly sort through all the programming available through TV, On DEMAND, Pay-Per-View and even items saved to your DVR, if one is connected, in a single search. In addition to traditional title searches, you can search for new programs by keyword or by your favorite actors or directors. Searches can be saved and re-used to find new content as it becomes available.

This Chapter includes information on using Search.

Start a Search

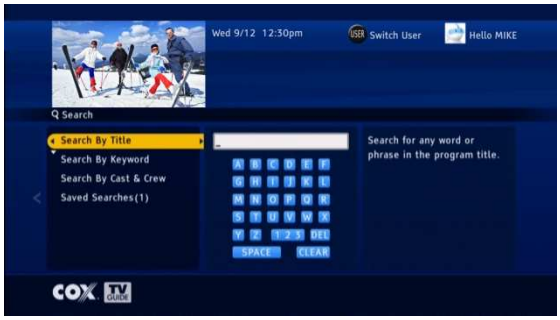
You can access Search in two ways:

- While viewing full screen video, press Main Menu and use the UP or DOWN arrow to move the highlight bar to Search. Press the RIGHT arrow or SELECT button to launch Search.

- From certain places within the Guide and On DEMAND Menu, press the A button to go directly to Search. Look for the A button in the bottom right corner of the screen for Guide screens from which this feature is available.

Search for Programs

The Search Menu features a Search By Card on the left, a keyboard in the center and a Results Card on the right. When you first open Search, the highlight bar will be on Search By Title in the left card.



This image shows the On Screen keyboard. The Search By option offers several search categories, such as Title, Keyword or Cast & Crew.

1. Use the UP or DOWN arrow to highlight a Search By filter. You can search by program title, keywords or cast & crew.

2. Press the RIGHT arrow or SELECT button to begin a search. Or, if the search keyboard is configured as the Remote Control keyboard (for more information, please see Chapter 10: Settings), you can begin pressing number keys to enter characters into the search box. The focus will move to the keyboard in the center card.

3. If the keyboard is configured as On-Screen, use UP arrow, DOWN arrow, LEFT arrow, RIGHT arrow and SELECT to enter characters into the search box. If you are using the Remote Control keyboard, use the number (0-9) keys to enter characters into the search box. Each number represents three or four letters.

4. As soon as you enter characters into the search box, results will begin to appear in the Results Card on the right. Continue typing until the program you want appears in the results box.

The On-Screen keyboard, above, features individual letters, Use the arrow keys to navigate the letters and press SELECT to enter it.

5. Press the RIGHT arrow. The focus and highlight bar will move to the Results Card.

Depending on your search, you may see a folder icon next to some programs indicating that different episodes are available or that it's a program showing at different times or on different channels. If your program has a folder icon next to it, skip to step 8.

Other programs do not have a folder icon, indicating that there is only one viewing choice. If the program you want to watch does not have a folder icon next to it:

6. Use the UP and DOWN arrows to move the highlight bar to the program you want. Press the RIGHT arrow or SELECT button.

Some programs – such as those with multiple episodes – will have a folder icon next to the result. In this image, Lost is highlighted in the Results card on the right.

This will pull up three additional cards – a Summary Card on the left and an Actions Card in the center. The card on the right will offer instructions or promotional information. Watch Now in the Actions Card will be highlighted.

7. Press SELECT to begin watching. If the program is not currently airing, the television will tune to that channel.

To complete a search of programs that has a folder icon next to the title:

8. Use the UP and DOWN arrows to move the highlight bar to the program you are interested in.

9. Press the RIGHT arrow or SELECT button to continue sorting programs.

This will pull up three additional cards – a Filter Card on the left, a Programs Card in the center and a Summary Card on the right. The first item, All Programs, in the Filter Card will be highlighted.

10. Use the UP and DOWN arrows to move the highlight bar to different filters. For example, you can sort by On DEMAND programs, First Run programs or High Definition programs. You may also review all programs.

11. Press the RIGHT arrow or SELECT button to browse program choices. The highlight bar will move to the Programs Card in the center.

When searching programs with multiple episodes, three additional cards help you complete your search. The Filters card on the left lets you sort different ways, such as by All Episodes or those that air in HD.

12. Use the UP and DOWN arrows to highlight your program. Once you have found it, press the RIGHT arrow or SELECT button.

This will pull up a final set of cards – the Summary Card on the left, the Actions Card in the center and an Information Card on the right. The highlight bar will be placed on Watch Now in the Actions Card.

13. Press SELECT to begin watching.

When you have found the specific program you want to watch, use the RIGHT arrow to move to the Actions Card in the center. Press SELECT to Watch Now.

Notes on Using the On-Screen Keyboard.

The Trio Program Guide offers a choice of keyboards for using Universal Search. The On-screen keyboard is the default choice. You can switch to a Remote Control keyboard that uses the number pad by changing the default settings. For more information, see Chapter 10: Settings.

The Remote Control keyboard, above, works like the Triple Tap keyboard found on many cell phones. See Chapter 10 for more information.

To use the On-screen keyboard, use the arrow keys to highlight letters and press SELECT to confirm each letter. To move from the keyboard to the Results card, press the RIGHT arrow several times until you reach the end of a row. Press the RIGHT arrow one more time to move to the next card.

To move from the keyboard to the Search By Card on the left, press the LEFT arrow several times until you reach the first letter in the row. Press the LEFT arrow one more time to move to Search By Card.

Search for Programs up to 14 Days Ahead

Search allows you to find programs that will run up to 14 days in the future. Find and select these programs just as you would any program and then set a reminder to watch them.

Save Searches

Press the A button to save a search. Look for the A button in the bottom right corner of your screen to see when this option is available.

Each time you save a search, the counter next to Saved Searches in the Search By Card will increase by one.

You can access your Saved Searches anytime by returning to the Search By Card. Use the UP or DOWN arrow to highlight Saved Searches and then press SELECT. Rather than pulling up the list of items your search found last time, the search will run again. The new list will include programs that were not available the last time you searched.

Press the yellow A button on your Remote Control to save a search. This option is available whenever the yellow A appears in the bottom right corner of your screen.

Chapter 11: Settings

The Trio Program Guide is designed to give every viewer a personalized television watching experience. The Settings Menu offers a variety of choices for making the Guide easier to use and adapting it for maximum enjoyment. In particular, the new Users function makes it possible for each member of the household to access an individualized set of channels and programs.

You can launch the Settings Menu in two different ways. The first is to open the Main Menu using the MENU button or the LEFT or RIGHT arrow. Use the UP or DOWN arrow to highlight Settings and then press SELECT. Or, the SETTINGS shortcut button on your remote control will take you directly to the Settings Menu.

This Chapter introduces the new User function and discusses other important Settings information including setting Parental Controls, selecting Favorite Channels, turning on Closed Captioning and changing other technical settings to better suit your needs.

The main sections in this Chapter are:

- Users
- Parental Controls and Program Ratings
- Channels
- Guide Options
- Audio & Video
- Timers
- Receivers

Users

The Users function lets each member of the household set up a personal profile that includes his or her Favorite Channels, preferred Guide View, preferred Keyboard, and Saved Searches. In the near future, the Trio Program Guide will be able to offer a range of other features, including recommendations for additional shows you might like but weren't aware of and the ability to send messages to other Cox subscribers.

In homes with more than one television, different users are able to enjoy their personalized settings from different televisions. The Trio Program Guide comes with a default user – called Valued Customer – that you can personalize with your Favorite Channels and other preferences.

To get the most advantage from the Users function, you should begin by setting up User profiles for one or more household members.

User profiles are the first function when you open the Settings Menu. Begin by setting up new users for family members.

Add New User

To add users, begin at the Settings Menu:

1. Press the RIGHT arrow or SELECT button to move to the Users Menu in the center card.

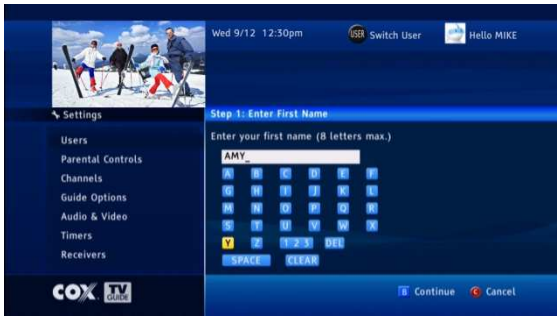
2. Use the DOWN arrow to highlight Add New User and press SELECT. This will reveal an On-screen keyboard.

3. Use the keyboard to enter a username. It can be any combination of letters or numbers up to eight characters long. Press B to Continue.

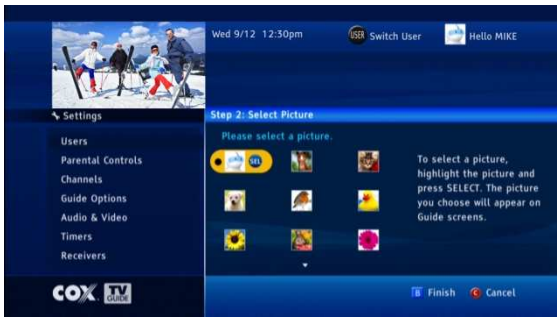
4. Use the arrow keys to highlight a picture. Press SELECT to confirm. The only change in the screen will be the appearance of a black dot next to the image you selected.

5. Press B to Add User.

6. You will automatically return to the Users Menu in the center card. Use LEFT arrow to return to the Settings Menu or press EXIT to return to live television.



The first step in adding new users is entering a screen name. Use this keyboard to do it.



After selecting a screen name, select an image to personalize your user.

To continue personalizing a new user profile, see Channels section below. This will discuss how to set up a personalized channels list.

Set Current User

At the start of each television watching session, select a user profile to take advantage of the personalized channels list. In homes with more than one television, different users can logon to their personalized settings from different sets.

Select a user profile each time you turn on the television to access Favorite Channels and other features.

To set the current user from the Settings Menu:

1. Press the RIGHT arrow or SELECT button to move to the Users Menu in the center card. Set Current User is the first item in the list and will be highlighted.
2. Press the RIGHT arrow or SELECT button to open the user list, which will appear in the center card.
3. Use the UP or DOWN arrow to highlight your user profile and press the SELECT button.
4. Use the LEFT arrow to return to the Settings Menu or press EXIT to return to live television.

Edit User

You can change your personalized settings at any time. To do this, begin at the Settings Card:

Change personalized settings using the Edit User function, which is found in the middle screen.

1. Press the RIGHT arrow or SELECT button to move to the Users Menu in the center card.
2. Use the UP or DOWN arrow to highlight Edit User and press the RIGHT arrow or SELECT button to show the Edit User options.
3. Press the RIGHT or LEFT arrow to find the user. Press B to Continue.
4. Change the user name if you like and then press B to Continue.
5. Change the picture if you like and then press B to Save Changes.
6. Use the LEFT arrow to return to the Settings Menu or press EXIT to return to live television.

Delete User

You are allowed to have up to eight different users in each household. Sometimes, however, you will want to remove users from the system. To do this from the Settings Menu:

1. Press the RIGHT arrow or SELECT button to move to the Users Menu in the center card.

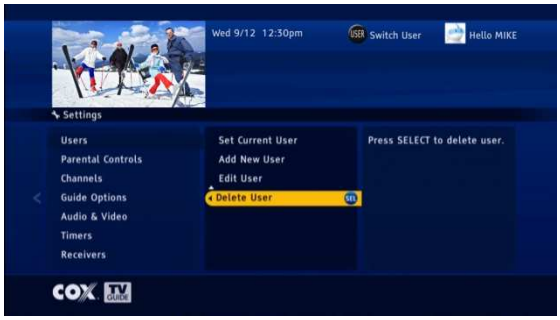
2. Use the UP or DOWN arrow to highlight Delete User and press SELECT.

3. Use the RIGHT and LEFT arrows to find the user profile you want to remove.

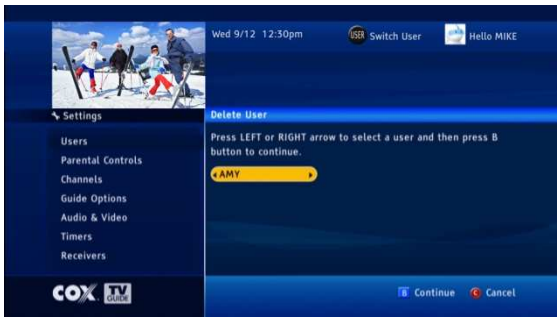
4. Press B to delete the user.

5. Press B to confirm.

6. Use the LEFT arrow to return to the Settings Menu or press EXIT to return to live television.



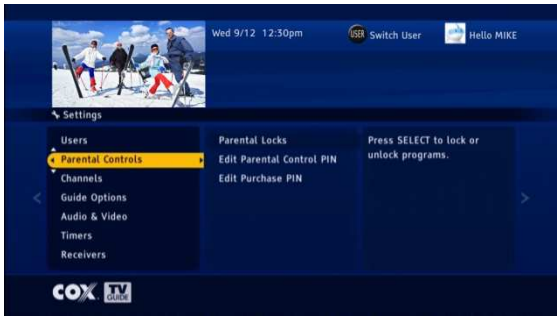
Use the Delete User function, found in the center screen, to remove users from the Guide.



Use the LEFT and RIGHT arrows to find the user profile you want to remove. Press B twice to permanently delete the user.

Parental Controls and Program Ratings

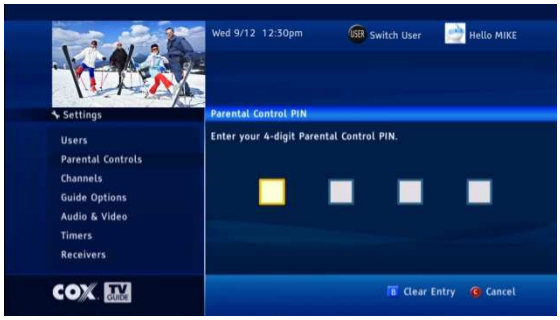
Parental Controls let you control who watches or buys certain TV programs. By using a Parental Control PIN, you can lock programs and channels, restrict the ability to record programs and limit access to On DEMAND and Pay-Per-View programming. With a Purchase PIN, you can limit the ability of users to buy On DEMAND or PPV programs. Parental Controls must be set up for each receiver (set top box).



Parental Controls appears in the left screen when you open the Settings Menu.

Set a Parental Control PIN

To set a Parental Controls PIN, begin at the Settings Menu:



Use the keypad (numbers 0-9) to set your Parental Control PIN.

1. Use the UP or DOWN arrow to highlight Parental Controls.
2. Press the RIGHT arrow or SELECT button to open Parental Controls Menu.
3. Use the UP or DOWN arrow to highlight Set Parental PIN and press SELECT. A dialog box will ask you to set up a Parental Control PIN.
4. Press the B button to begin the set-up process. Use the number keys (0-9) on the remote control to set a four-digit PIN. The system will then ask you to re-enter your PIN.
5. Press the A button when you are finished.

Most Cox systems will let you set your own pin initially while other systems will set a default Parental Control PIN for you. The first dialog box will ask you for this default PIN. To retrieve your PIN, contact your Cox Customer Care representative.

If you forget your PIN numbers, you may call Cox Customer Service to reset it.

Edit Parental Control PIN

When a Parental Control PIN is in place, the action item will change from “Set Parental PIN” to Edit Parental PIN. To change your Parental Control PIN, begin at the Parental Controls Menu in the center card:

1. Use the UP or DOWN arrow to highlight Edit Parental Control PIN.
2. Press the RIGHT arrow or SELECT button to open the PIN dialog box.

3. Enter your current four-digit PIN.

4. Enter your new four-digit PIN.

5. Confirm your new four-digit PIN.

6. Press the A button when you are finished.

Set a Purchase PIN

A Purchase PIN lets you control purchases from On DEMAND or Pay-Per-View. To set a Purchase PIN, begin at the Parental Control Menu in the center card:

1. Use the UP or DOWN arrow to highlight Set Purchase PIN. Press the RIGHT arrow or SELECT. A dialog box will ask you to set up a Purchase PIN.

2. Press the B button to begin the set-up process. Use the number keys (0-9) on the remote control to set a four-digit PIN. The system will then ask you to re-enter your PIN.

3. Press the A button when you are finished.

Restrict Access to Programming

The Trio Program Guide lets you restrict access to programming several different ways. Setting Locking Status is the first step is to turning on Parental Controls.

Begin at the Parental Controls Menu in the center card:

1. Use the UP or DOWN arrow to move the highlight bar to Parental Locks. Press the RIGHT arrow or SELECT button to edit the lock settings.

   A new set of cards will appear, with the highlight bar on Locking Status in the right card.

2. Press SELECT to shift the focus and highlight bar to the center card.

3. Use the UP or DOWN arrow to highlight On and press SELECT.

Use the RIGHT arrow to reach the Locking Status Options card in the center of the screen. Select On to begin locking programs.

Whenever there is a request to change Locking Status or any of the Parental Controls, a dialogue box will appear asking you to enter the four-digit PIN. It will only happen once, triggered by the first change request. This allows you to easily change multiple settings during any single visit to Parental Controls.

4. Use the LEFT arrow to return to Locking Status.

Temporarily Unlock

Parental Controls lets you open all locked channels for a short period of time. The Temporarily Off function, found under Locking Status, opens all locks as long as the remote control is active. If the remote is inactive for five consecutive hours, then all locks are automatically restored.

Lock Channels

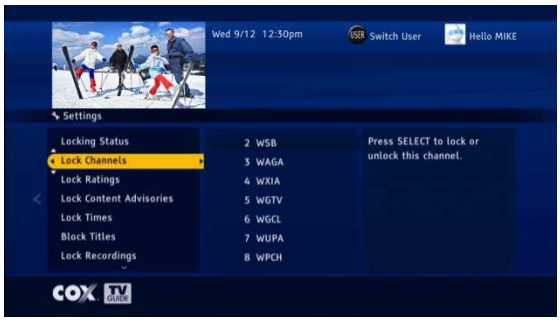
After turning on Parental Controls, you have a number of different ways to restrict access to Programming, including by channel, by ratings, by content advisories and by time slot.

Begin at the Parental Controls Menu in the card on the right.

1. Use the UP or DOWN arrow to highlight Lock Channel. Press the RIGHT arrow or SELECT to choose this option.

2. Use the UP and DOWN arrows to highlight channels that you want to block. Alternatively, you can simply enter the channel number using the number (0-9) keys. Press SELECT to lock that option.

3. Use the UP or DOWN arrow to select additional ratings. Press SELECT to lock each additional rating.



Use the UP or DOWN arrow to highlight the channel and press SELECT.

4. Press the LEFT arrow to return to the Parental Controls Menu or press EXIT to return to live television.

Rather than lock single channels, you can lock all channels at one time and then selectively unlock the channels you want.

1. Press the A button to lock all channels.

2. Use the UP or DOWN arrows to choose a channel to unlock.

3. Press SELECT to unlock each individual channel.

4. Press the LEFT arrow to return to the Parental Controls Menu or press EXIT to return to live television

If, at a later date, you want to unlock all channels, return to the Parental Controls Menu. Highlight Locking Status and press SELECT. Use the arrow keys to highlight Off and then press SELECT.

Lock Ratings

To restrict access to movies and television programs that carry a certain rating, begin at the Parental Controls Menu in the card on the right.

1. Use the UP or DOWN arrow to highlight Lock Ratings. Press the RIGHT arrow or SELECT button.
2. Use the UP and DOWN arrows to highlight specific ratings that you want to block. Press SELECT to lock that option.
3. Use the UP or DOWN arrow to select additional ratings. Press SELECT to lock each additional rating.
4. Press the LEFT arrow to return to the Parental Controls Menu or press EXIT to return to live television.

Use the UP or DOWN arrow to highlight the rating and press SELECT.

Lock Content Advisories

To restrict access to movies and television programs that contain certain types of content, begin at the Parental Controls Menu in the card on the right.

1. Use the UP or DOWN arrow to highlight Lock Content. Press the RIGHT arrow or SELECT button.
2. Use the UP and DOWN arrows to highlight a content advisory that you want to block. Press SELECT to lock that option.
3. Use the UP or DOWN arrow to select additional content advisories. Press SELECT to lock each additional one.
4. Press the LEFT arrow to return to the Parental Controls Menu or press EXIT to return to live television.

Use the UP or DOWN arrow to highlight the content advisory rating and press SELECT.

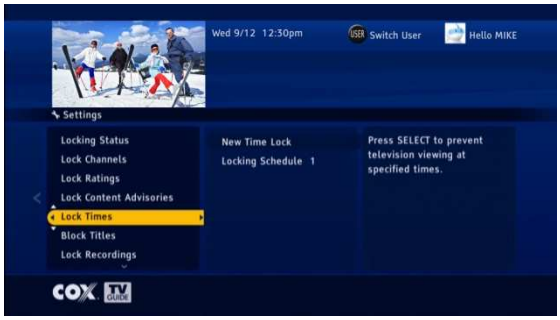
Lock Times

To restrict access to programming that airs during certain times of day, begin at the Parental Controls Menu in the card on the right.

1. Use the UP or DOWN arrow to highlight Lock Time. Press the RIGHT arrow or SELECT button to choose that option.

2. Use the UP and DOWN arrows to highlight time schedules that you want to block. Press SELECT to lock that option.

3. Use the UP or DOWN arrow to select additional time schedules. Press SELECT to lock each additional one.



Use the UP or DOWN arrow to highlight the content advisory rating and press SELECT.

4. Press the LEFT arrow to return to the Parental Controls Menu or press EXIT to return to live television.

Block Titles

Choosing Block Titles will hide the title and description of programs that have been locked. This is useful as some titles and descriptions may include suggestive or inappropriate language.

To Block Titles, begin at the Parental Controls Menu in the center card:

1. Use the UP or DOWN arrow to move the highlight bar to Parental Locks. Press the RIGHT arrow or SELECT button to edit the lock settings.

Use the UP or DOWN arrow to select a rating, and then press SELECT to confirm.

2. Use the UP or DOWN arrow to move the highlight bar to Block Titles. Press the RIGHT arrow or SELECT button to edit these options.

3. Use the UP and DOWN arrows to choose a program rating level and press SELECT to block titles and descriptions for programs at that rating and higher. Alternatively, highlight All Locked Programs to block titles of all locked programs and press SELECT.

4. Press the LEFT arrow twice to return to the Parental Controls Menu or press EXIT to return to live television.

Lock Recordings

The Lock Recordings option lets you require a Parental Control PIN to delete or cancel a recording. To turn this option on:

From the Parental Controls Menu in the center card:

1. Use the UP or DOWN arrow to highlight Parental Locks. Press the RIGHT arrow or SELECT button.

2. Use the UP or DOWN arrow to highlight Lock Recordings and press SELECT.

3. Use the UP or DOWN arrow to highlight Prevent Deletion and press SELECT. A checkmark will appear to confirm the selection.

Use the UP or DOWN arrow to select a rating, and then press SELECT to confirm.

4. Use the UP or DOWN arrow to highlight Prevent Cancellation and press SELECT. A checkmark will appear to confirm the selection.

5. Press the LEFT arrow twice to return to the Parental Controls Menu or press EXIT to return to live television

Lock Purchases

The Lock Purchases option lets you decide who orders On DEMAND and Pay-Per-View programming by requiring the use of the Purchase PIN. To turn this option on:

Lock Purchases is found in the center card. Press SELECT to require a Purchase PIN to buy On DEMAND and Pay-Per-View programs.

From the Parental Controls Menu in the center card:

1. Use the UP or DOWN arrow to highlight Parental Locks. Press the RIGHT arrow or SELECT button.

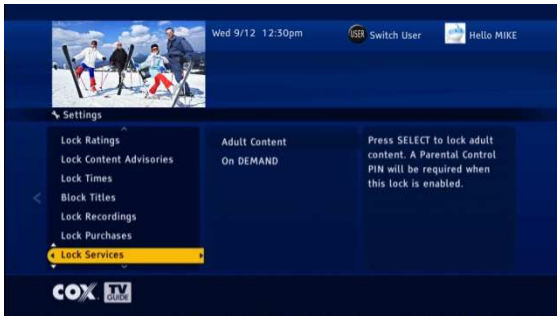
2. Use the UP or DOWN arrow to highlight Lock Purchases and press SELECT.

3. Use the UP or DOWN arrow to highlight Yes and press SELECT.

4. Press the LEFT arrow twice to return to the Parental Controls Menu or press EXIT to return to live television.

Lock Services

The Lock Services option lets you control access to On DEMAND and Adult On DEMAND programming by requiring the use of the Parental Controls PIN. To turn this option on:



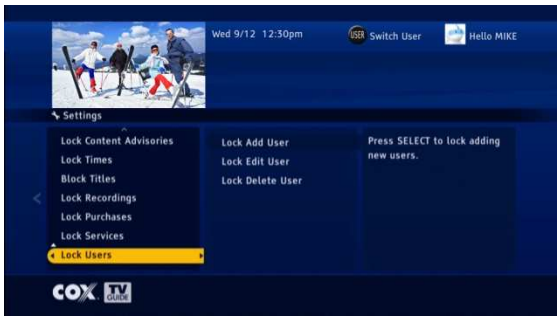
Lock Services is found in the center card. Press SELECT to require the use of the Parental Controls PIN to watch On DEMAND programming.

From the Parental Controls Menu in the center card:

1. Use the UP or DOWN arrow to highlight Parental Locks. Press the RIGHT arrow or SELECT button.
2. Use the UP or DOWN arrow to highlight Lock Services and press SELECT.
3. Use the UP or DOWN arrow to select the service you wish to lock.
4. Press SELECT to lock the service.
5. Press the LEFT arrow twice to return to Parental Controls or press EXIT to return to live television.

Lock Users

By requiring a PIN entry, Lock Users lets you prevent household members from editing or deleting users. To turn this option on:



Lock Users is found in the center card. Press SELECT to prevent household members from editing or deleting users.

From the Parental Controls Menu:

1. Use the UP or DOWN arrow to highlight Parental Locks. Press the RIGHT arrow or SELECT button.
2. Use the UP or DOWN arrow to highlight Lock Users and press SELECT.
3. Use the UP or DOWN arrow to highlight Lock Add User and press SELECT to lock the ability to add new users.
4. Use the UP or DOWN arrow to highlight Lock Edit User and press SELECT to lock the ability to change user profiles.
5. Use the UP or DOWN arrow to highlight Lock Delete User and press SELECT to lock the ability to delete existing users.
6. Press the LEFT arrow three times to return to Settings or press EXIT to return to live television.

Channels

Channels settings allow you create personalized channel lists. It also lets you decide which channel will appear when you first turn on the television.

Set Favorite Channels

To set Favorite Channels for a specific user, you must first logon as that user. For more information, see Set Current User above. Otherwise, setting Favorite Channels will apply to the default user.

You can view you Favorite Channels any time by pressing the FAV button.

To Set Favorite Channels, begin at the Settings Menu:

Each User can set a personalized Favorite Channels list. Set Favorite Channels is found in the center card.

1. Use the UP or DOWN arrow to highlight Channels. Press the RIGHT arrow or SELECT button to move to the Channels Menu in the center card.
2. Press the RIGHT arrow or SELECT button to open the Favorite Channels list, which will now appear in the center card.
3. Use the UP and DOWN arrows to highlight a channel you want to set as a Favorite. Alternatively, you can simply enter the channel number using the number (0-9) keys. Press SELECT. A checkmark will appear next to the channel.
4. Continue highlighting and selecting Favorites until you have completed your list.
5. Press the LEFT arrow to return to the Channels Menu or press EXIT to return to live television.

You can unselect a Favorite Channel by moving the highlight bar to that channel and pressing SELECT. The checkmark will disappear.

You can select all channels as Favorite Channels by pressing the A button. You can unselect all channels by pressing the A button again.

Set Skipped Channels

Each user can remove channels from their personalized guide. Like Favorite Channels, you should first logon to your user profile. Otherwise, setting Skipped Channels will apply to the default user.

You can always tune to a Skipped Channel by entering the channel number directly on the remote control.

Wed 9/12 12:30pm
Switch User
Hello MIKE
Settings
Users
Parental Controls
Channels
Guide Options
Audio & Video
Timers
Receivers
Set Favorite Channels
Set Skipped Channels
Set Power On Channel
Press the RIGHT arrow to set Skipped Channels. Skipped Channels are removed from Guide as well as Channel Banner and can only be accessed by pressing number keys on the remote control.
COX TV GUIDE

Like Favorite Channels, each User can set a Skipped Channels list. Set Skipped Channels is found in the center card.

To Set Skipped Channels, begin at the Channels Menu:

1. Use the DOWN arrow to highlight Set Skipped Channels. Press the RIGHT arrow or SELECT button to open the Skipped Channels list, which will appear in the center card.

2. Use the UP and DOWN arrows to highlight a channel you want to skip. Alternatively, you can simply enter the channel number using the number (0-9) keys. Press SELECT. A checkmark will appear next to the channel.

3. Continue highlighting and selecting channels until you have completed your Skipped Channel list.

4. Press the LEFT arrow to return to the Channels Menu or press EXIT to return to live television.

You can unselect a Skipped Channel by moving the highlight bar to that channel and pressing SELECT. The checkmark will disappear.

Set Power On Channel

The Trio Program Guide lets you decide which channel will appear each time you turn on your TV and receiver. This setting is specific to each receiver.

To set the Power On Channel, begin at the Channels Menu:

Use the UP or DOWN arrow to highlight the Set Power On Channel, and then press SELECT to open a channels list.

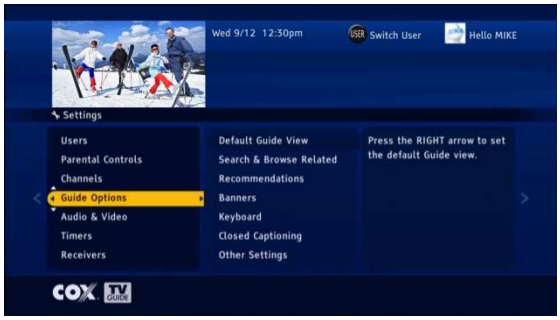
1. Use the DOWN arrow to highlight Set Power On Channel. Press the RIGHT arrow or SELECT button to see the Set Power On Channel list, which will appear in the center card.

2. Use the UP and DOWN arrows to highlight a channel. Alternatively, you can simply enter the channel number using the number (0-9) keys. Press SELECT to confirm.

3. Press the LEFT arrow twice to return to the Settings Menu or press EXIT to return to live television.

Guide Options

The Trio Program Guide lets you change the guide's appearance to give you a more personalized experience. Favorite Channels, Skipped Channels, Default Guide View and Keyboard Type settings are user specific. All other settings are specific to the receiver.



Press SELECT to open the Guide Options Options Menu, where you can pick a number of Guide related settings.

Set Default View

Set Default View allows you to change the way programs are organized, but Grid View is the first view you will normally see. You can change this default from Grid to another view.

To do this, begin at the Settings Menu:

1. Use the DOWN arrow to highlight Guide Options. Press the RIGHT arrow or SELECT button to move to the Guide Options Menu in the center card.

2. Press the RIGHT arrow or SELECT button to see Default Guide View options, which will now appear in the center card.

3. Use the UP or DOWN arrow to highlight your choice. You can choose List View (default), Grid View, Theme View, List HDTV Channels View, List Favorite Channels View and List Zone Channels View. Press SELECT.

4. Press the LEFT arrow to return to the Guide Options Menu or press EXIT to return to live television.

Press SELECT to open the Guide Options Menu, where you can pick a default Guide View among other things.

Control Search and Browse Related

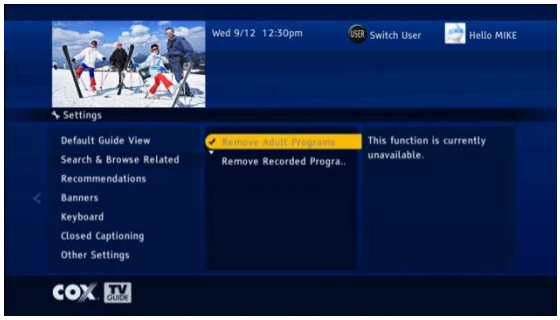
This setting lets you exclude adult programming from showing up in search results and browse-related searches. This setting is specific to each receiver.

To change the Search and Browse Related settings, begin at the Guide Options Menu:

1. Use the UP or DOWN arrow to highlight Search and Browse Related. Press the RIGHT arrow or SELECT button to highlight Remove Adult Programs in the center card.

2. Press SELECT. A checkmark will appear.

3. Press the LEFT arrow to return to the Guide Options Menu.



Search & Browse Related controls whether adult and recorded programs should be included in searches and related programs.

Control Recommendations

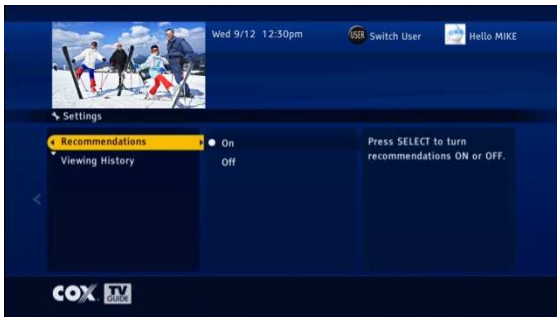
This setting lets you turn on or off personalized recommendations and clear your personal viewing history.

To turn on or off your personalized recommendations, begin at the Guide Options:

1. Use the UP or DOWN arrow to highlight Recommendations. Press the RIGHT arrow or SELECT button to display options in the left card.

2. Press the Right arrow or SELECT button to bring highlight to On or Off in the center card.

3. Use UP or DOWN arrow to highlight the desired option and press SELECT.



Recommendations controls whether recommendations should be displayed or not.

To clear your personal viewing history, begin at the Guide Options:

1. Use the UP or DOWN arrow to highlight Recommendations. Press the RIGHT arrow or SELECT button to display options.

2. Use UP or DOWN arrow to highlight Viewing History.

3. Press the Right arrow or SELECT button to bring highlight to Clear Viewing History action in the center card.

4. Press SELECT to clear your personal viewing history.

Notes About Recommendations

Recommendations are made available on a per-user-basis in the household. If you have multiple user profiles set in your household, then each user will receive unique set of recommendations targeted for their tastes and preferences. To control recommendations for a particular user, you will need to switch to that user first on your Trio Program Guide before controlling the Recommendations setting. To switch users, see the Set Current User section in the user's manual. Similarly, clearing viewing history requires you to switch to the appropriate user first before carrying out the action. Please note that clearing a viewing history provides a fresh start to your recommendations.

Edit Banner Duration

You can change the amount of time that Info Banners, Channel Banners and other banners are displayed. This setting is specific to each receiver.

To edit Banner duration, begin at the Guide Options Menu:

Banners controls the length of time banner information appears on-screen.

1. Use the UP or DOWN arrow to highlight Banners. Press the RIGHT arrow or SELECT button to open Banners options, which will appear in the center card.
2. Use the UP or DOWN arrow to highlight your choice. You can choose short, medium or long banners. Press SELECT.
3. Press the LEFT arrow to return to the Guide Options Menu or press EXIT to return to live television.

Switch Keyboards

You can switch between the Remote Control keyboard and the On-Screen keyboard for entering terms into Universal Search. The Remote Control keyboard, looks like the triple-tap keyboard found on most cell phones and uses the number keys (0-9) to enter letters. The On-screen Keyboard offers single letter choices that you select with the arrow keys.

Wed 9/12 12:30pm
Switch User
Hello MIKE
Settings
Default Guide View
Search & Browse Related
Recommendations
Banners
Keyboard
Closed Captioning
Other Settings
On-screen Keyboard
Triple-tap Keyboard
Press SELECT to set this as your preferred keyboard. The triple-tap keyboard allows you to type using the number pad on your remote in a way that is similar to using the numbers on a phone to dial words.
COX TV GUIDE

To switch between the on-screen and remote control keyboards, use the Keyboard setting.

To switch Keyboards, begin at the Guide Options Menu:

1. Use the UP or DOWN arrow to highlight Keyboard. Press the RIGHT arrow or SELECT button to move to keyboard options, which will appear in the center card.

2. Use the UP or DOWN arrow to highlight your choice. You can choose between the On-Screen Keyboard and the Remote Control Keyboard. Press SELECT.

3. Press the LEFT arrow to return to the Guide Options Menu or press EXIT to return to live television.

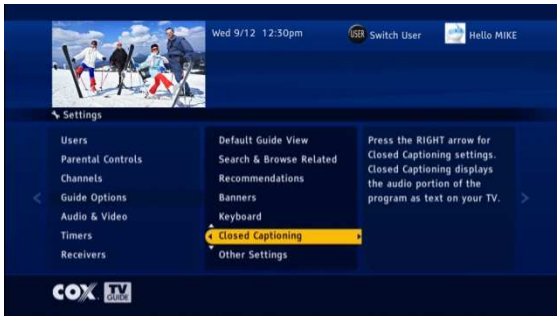
Add Closed Captioning

The Trio Program Guide lets you adjust Closed Captioning settings. You can select Analog or Digital Service as well as the style, size and color of the text and background for the Digital Service. This setting is specific to each receiver.

To open the Closed Captioning Menu, begin at the Guide Options Menu:

1. Use the UP or DOWN arrow to highlight Closed Captioning.

2. Press the RIGHT arrow or SELECT button to launch the Closed Captioning Menu. It will appear in the card on the left.



Closed Captioning displays the audio portion of the program as text on the screen.

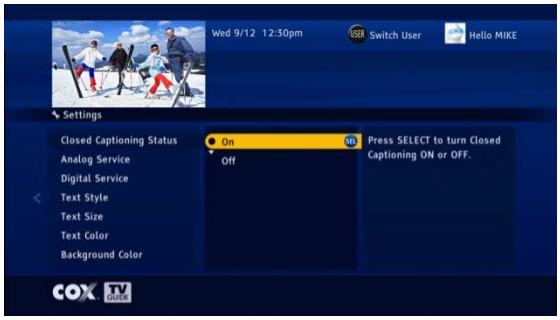
Set Closed Captioning Status

This setting is specific to each receiver. To turn Closed Captioning on, begin at the Closed Captioning Menu:

1. With the highlight bar on Closed Captioning Status, press the RIGHT arrow or SELECT to move the highlight bar to the options in the center card.

2. Use the UP or DOWN arrow to highlight On. Press SELECT.

3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.



Closed Captioning Options appear in the card on the left. Press SELECT twice to turn Closed Captioning On.

Set Analog Service

This setting is specific to each receiver. To choose a Closed Captioning service for analog stations, begin at the Closed Captioning Menu:

Use the UP or DOWN arrow to highlight Analog Service and then press SELECT to move the highlight bar to the options list.

1. Use the DOWN arrow to highlight Analog Service. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

Set Digital Service

This setting is specific to each receiver. To choose a Closed Captioning service for digital stations, begin at the Closed Captioning Menu:

Use the UP or DOWN arrow to highlight Digital Service and then press SELECT to move the highlight bar to the options list.

1. Use the DOWN arrow to highlight Digital Service. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

Set Text Style

This setting is specific to each receiver. To change the appearance of Closed Captioning text style for digital programming, begin at the Closed Captioning Menu:

Use the UP or DOWN arrow to highlight Text Style and then press SELECT to move the highlight bar to the options list.

1. Use the DOWN arrow to highlight Text Style. Press the RIGHT arrow or SELECT button to move to the options in the center card.
2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.

3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

Set Text Size

This setting is specific to each receiver. To change the appearance of Closed Captioning text size for digital programming, begin at the Closed Captioning Menu:

1. Use the DOWN arrow to highlight Text Size. Press the RIGHT arrow or SELECT button to move to the options in the center card.

2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.

3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

Set Text Color

This setting is specific to each receiver. To change the appearance of Closed Captioning text color for digital programming, begin at the Closed Captioning Menu:

1. Use the DOWN arrow to highlight Text Color. Press the RIGHT arrow or SELECT button to move to the options in the center card.

2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.

Use the UP or DOWN arrow to highlight Text Color and then press SELECT to move the highlight bar to the options list.

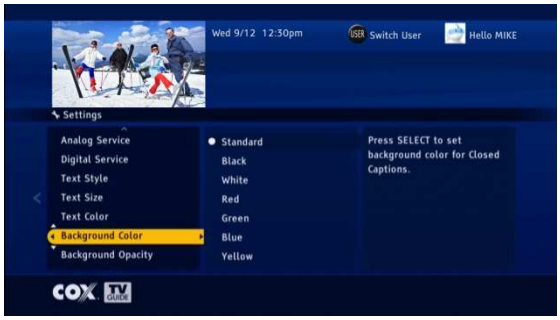
3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

Set Background Color

This setting is specific to each receiver. To change the color for the Closed Captioning background for digital programming, begin at the Closed Captioning Menu:

1. Use the DOWN arrow to highlight Background Color. Press the RIGHT arrow or SELECT button to move to the options in the center card.

2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.



Use the UP or DOWN arrow to highlight Background Color and then press SELECT to move the highlight bar to the options list.

3. Press the LEFT arrow to return to the Closed Captioning Menu or press EXIT to return to live television.

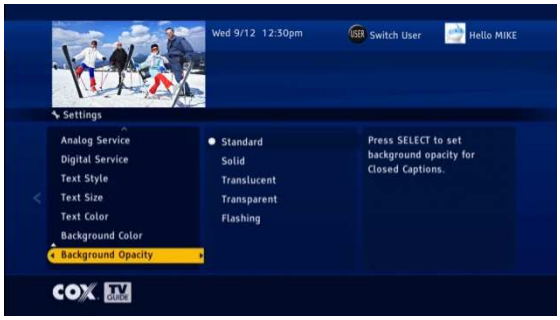
Set Background Opacity

This setting is specific to each receiver. To change the opacity for the Closed Captioning background for digital programming, begin at the Closed Captioning Menu:

1. Use the DOWN arrow to highlight Background Opacity. Press the RIGHT arrow or SELECT button to move to the options in the center card.

2. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT to confirm your choice.

3. Press the LEFT arrow twice to return to the Guide Options Menu or press EXIT to return to live television.



Use the UP or DOWN arrow to highlight Background Opacity and then press SELECT to move the highlight bar to the options list.

Set the Guide Language

This setting is specific to each receiver. Begin at the Guide Options Menu:

1. Use the DOWN arrow to highlight Other Settings. Press the RIGHT arrow or SELECT button to open the Other Settings Menu, which will appear in the card on the left.

2. Use the UP or DOWN arrow to highlight Guide Language. Press the RIGHT arrow or SELECT button to move to the language options in the center card.

3. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT.

Guide Language allows you change the language of your Guide from English to Spanish and vice versa.

4. Press the LEFT arrow three times to return to the Settings Menu or press EXIT to return to live television.

Set the Guide Text Size

This setting is specific to each receiver. Begin at the Guide Options Menu:

1. Use the DOWN arrow to highlight Other Settings. Press the RIGHT arrow or SELECT button to open the Other Settings Menu, which will appear in the card on the left.

2. Use the UP or DOWN arrow to highlight Guide Text Size. Press the RIGHT arrow or SELECT button to move to the options in the center card.

3. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT.

4. Press the LEFT arrow to return to the Other Settings Menu or press EXIT to return to live television.

Set the Guide Aspect Ratio

This setting is specific to each receiver. Begin at the Guide Options Menu:

1. Use the DOWN arrow to highlight Other Settings. Press the RIGHT arrow or SELECT button to open the Other Settings Menu, which will appear in the card on the left.

2. Use the UP or DOWN arrow to highlight Guide Aspect Ratio. Press the RIGHT arrow or SELECT button to move to the options in the center card.

3. Use the UP or DOWN arrow to highlight the appropriate option. Press SELECT.

4. Press the LEFT arrow three times to return to the Settings Menu or press EXIT to return to live television.

Audio & Video

The Trio Program Guide lets you adjust the audio and video settings to provide the best sound and picture quality for your television.

Set Volume Level

If you use your remote control to adjust television volume, set Volume Level to Variable. If you control your television volume through a stereo or surround sound receiver, then set this control to Fixed.

This setting is specific to each receiver (set top box).

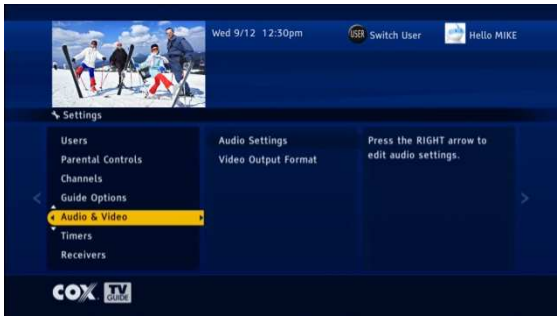
To do this, begin at the Settings Menu:

1. Use the DOWN arrow to highlight Audio & Video. Press the RIGHT arrow or SELECT button to highlight Audio Settings in the center card.

2. Press the RIGHT arrow or SELECT button to confirm Audio Settings. This will open the Audio Settings Menu, which will appear in the left card.

3. Press RIGHT arrow or SELECT button to change the Volume Level options.

4. Press LEFT arrow to return to the Audio Settings Menu or press EXIT to return to live television.



Use the UP or DOWN arrow to highlight Audio and Video in the card on the left. Press SELECT to open the AV Menu.

Press SELECT to change the Volume Level and shift the focus to the options in the center card.

Set Analog Output

This option lets you adjust the audio output delivered to your television while watching analog television. You have three choices:

- Mono: Mono sound reproduction is single channel. Mono sound has been replaced by stereo sound in most entertainment programs.

- Stereo: Stereo uses two or more independent audio channels. Most television programs today are available in stereo.

- Surround: Surround sound encompasses a range of techniques for enriching sound quality via additional speakers. Select this option if you have surround sound system or if your television has surround sound speakers built-in.

This setting is specific to each receiver.

To adjust these settings, begin at the Audio Settings Menu:

1. Use the UP or DOWN arrow to select Analog Output.

2. Press the RIGHT arrow or SELECT button to move the highlight bar to the Analog Output options in the center card.

3. Use the UP and DOWN arrow to make the appropriate choice. Press SELECT.

4. Press the LEFT arrow to return to the Audio Settings Menu or press EXIT to return to live television.

Set Digital Output

This option lets you adjust the audio output delivered to your television while watching digital television. You have two options:

- Pulse Code Modulated (PCM): This is the default format of digital output.

- Dolby Digital: If you have a unit that can receive and decode Dolby Digital output, use this option.

This setting is specific to each receiver.

To adjust these settings, begin at the Audio Settings Menu:

1. Use the UP or DOWN arrow to select Digital Output.

2. Press the RIGHT arrow or SELECT button to move the highlight bar to the Digital Output options in the center card.

3. Use the UP and DOWN arrow to make the appropriate choice. Press SELECT.

4. Press the LEFT arrow to return to the Audio Settings Menu or press EXIT to return to live television.

Set Audio Language

This option turns on a secondary audio track for programs that carry the SAP signal. When SAP is available, the program description in the Guide displays an SAP icon.

This setting is specific to each receiver.

To adjust these settings, begin at the Audio Settings Menu:

1. Use the UP or DOWN arrow to select Audio Language.

2. Press the RIGHT arrow or SELECT button to move the highlight bar to the Audio Language options in the center card.

3. Use the UP and DOWN arrow to make the appropriate choice. Press SELECT.

4. Press the LEFT arrow to return to the Audio Settings Menu or press EXIT to return to live television.

Set Dynamic Range

This setting adjusts the audio spectrum for digital programming. Dynamic Range refers to the difference between the highest audio peaks and the lowest ones. Action movies, for instance, will use the full dynamic range while news programs will not. The Dynamic Range preference lets you control the volume of the high audio peaks. You have three choices;

- Wide: Plays the entire audio dynamic range, including and highest and lowest sounds. This setting is appropriate for audio enthusiasts.
- Medium: Slightly lowers the higher volumes.
- Narrow: Dramatically lowers the higher volumes.

This setting is specific to each receiver.

To adjust these settings, begin at the Audio Settings Menu:

1. Use the UP or DOWN arrow to select Dynamic Range.
2. Press the RIGHT arrow or SELECT button to move the highlight bar to the Dynamic Range options in the center card.
3. Use the UP and DOWN arrow to make the appropriate choice. Press SELECT.
4. Press the LEFT arrow three times to return to the Settings Menu or press EXIT to return to live television.

Set Video Output Format

You can change the video output format to ensure you get the highest quality picture that your television can display. These settings include the picture Resolution and Available Output Format options. Please refer to the manufacturer's information for your television to get the proper settings. The resolution options are:

- 1080i Wide
- 720p Wide
- 480p Wide
- 480p Standard
- 480i Standard

For Wide picture resolutions, the available format options are:

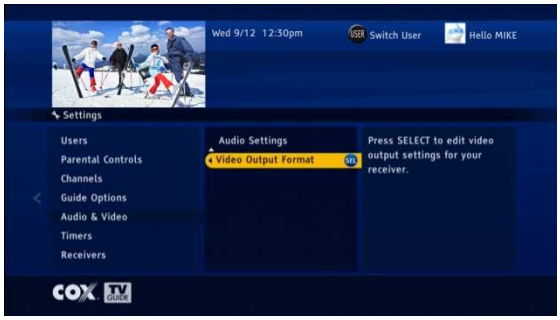
- Sidebar 4:3 Pic
- Stretch 4:3 Pic
- Preserve 4:3 Pic – 480p
- Preserve 4:3 Pic – 480i

For Standard picture resolutions, the available format options are:

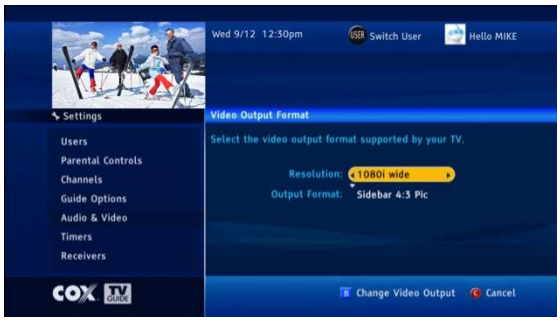
- Zoom 16:9 Pic
- Letterbox 16:9 Pic

To adjust these settings, begin at the Settings Menu:

1. Use the DOWN arrow to highlight Audio & Video. Press the RIGHT arrow or SELECT button to move to the center card.
2. Use the DOWN arrow to highlight Video Output Format. Press the SELECT button to open the Video Output Format dialogue box. The highlight bar will be on Resolution.
3. Use the LEFT or RIGHT arrow to scroll through the Resolution options. Once you have made your choice, press the DOWN arrow to move the highlight bar to the Available Output Format options.
4. Use the LEFT or RIGHT arrow to scroll through the Available Output Format options. Once you have made your choice, press the B button to confirm these changes.
5. Press the B button a second time to confirm the changes.
6. Press EXIT to return to live television.



Use the UP or DOWN arrow to highlight Video Output Format in the card on the left. Press SELECT.



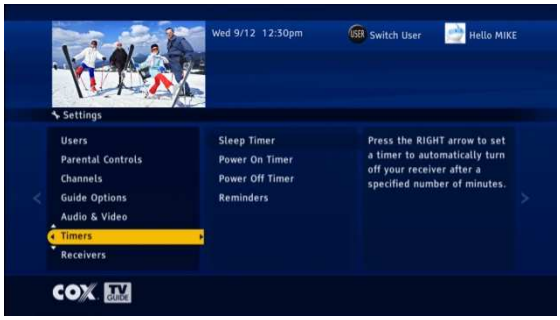
Press LEFT or RIGHT arrow to change the video resolution setting and press the B button.

Timers

Timers settings let you turn your receiver (set top box) on and off automatically. This setting is specific to each receiver.

Set Sleep Timer

The Sleep Timer will turn off the receiver after a pre-determined period of time, in increments from 5 to 75 minutes. This setting is specific to each receiver.



Use the UP or DOWN arrow to highlight Timers and then press SELECT to move the highlight bar to the Timers options.

To turn Sleep Timer on, begin at the Settings Menu:

1. Use the UP or DOWN arrow to highlight Timers. Press the RIGHT arrow or SELECT button to open the Timers Menu in the center card.
2. Press the RIGHT arrow or SELECT button to open the Sleep Timer options.
3. Use the UP or DOWN arrow to select the appropriate option. The highlight bar will be on Off when you arrive at the options list.
4. Press SELECT to confirm your choice.
5. Press the LEFT arrow to return to the Timers Menu or press EXIT to return to live television.

Set Power On

Power On automatically turns the receiver on at a specific time each day. This setting is specific to each receiver.

To set a Power On time, begin at the Timers Menu:

1. Use the UP or DOWN arrow to highlight Power On Timer. Press the RIGHT arrow or SELECT button to open the Power On Timer Menu, which will appear in the card on the left.
2. With the highlight bar on Power On Timer Status, press the RIGHT arrow or SELECT to move the highlight bar to the options in the center card.
3. Use the UP or DOWN arrow to select On or Off. The highlight bar will be on Off when you arrive at the options list.
4. Press SELECT to confirm your choice.
5. Press the LEFT arrow to return to the Power On Timer Menu or press EXIT to return to live television.

After you set Power On, you will also need to set the Power On channel, days and time. To do this, begin at the Power On Timer Menu:

1. Use the UP or DOWN arrow to highlight Power On Channel. Press SELECT.

2. Use the UP or DOWN arrow to select a channel. You may also choose the last channel viewed.

3. Press SELECT to confirm your choice.

4. Press the LEFT arrow to return to the Power On Timer Menu.

5. Use the DOWN arrow to highlight Days. Press SELECT.

6. Use the UP or DOWN arrow to highlight the days you want Power On to start your receiver. Press SELECT. Days are noted by date and extend 12 days into the future.

7. Continue highlighting and selecting days until you have completed your list.

8. Press the LEFT arrow to return to the Power On Timer Menu.

9. Use the DOWN arrow to highlight Time. Press SELECT.

10. Use the UP or DOWN arrow to highlight the time of day you want Power On to start your receiver. Press SELECT. Times are available in half-hour increments.

11. Press the LEFT arrow twice to return to the Timers Menu or press EXIT to return to live television.

Set Power Off

Power Off automatically turns the receiver off at a specific time each day. This setting is specific to each receiver.

To set a Power Off time, begin at the Timers Menu:

1. Use the UP or DOWN arrow to highlight Power Off Timer. Press the RIGHT arrow or SELECT button to open the Power Off Timer Menu, which will appear in the card on the left.

2. With the highlight bar on Power Off Timer Status, press the RIGHT arrow or SELECT to move the highlight bar to the options in the center card.

3. Use the UP and DOWN arrow to select On or Off. The highlight bar will be on Off when you arrive at the options list.

4. Press SELECT to confirm your choice.

5. Press the LEFT arrow to return to the Power Off Timer Menu.

6. After you set Power Off, you will also need to set the Power Off days and time. To do this, begin at the Power Off Timer Menu:

7. Use the UP or DOWN arrow to highlight Power Off Days. Press SELECT.

8. Use the UP or DOWN arrow to highlight the days you want Power Off to shut down your receiver. Press SELECT.

9. Continue highlighting and selecting days until you have completed your list.

10. Press the LEFT arrow to return to the Power Off Timer Menu.

11. Use the DOWN arrow to highlight Time. Press SELECT.

12. Use the UP and DOWN arrow to highlight the time you want Power Off to shut down your receiver. Press SELECT.

13. Press the LEFT arrow three times to return to the Settings Menu or press EXIT to return to live television.

Receivers

Receivers let you manage settings associated with your receivers in the home as well as your Whole Home DVR service.

AC Outlet

Certain receivers (set top boxes) feature a convenient AC outlet on the rear panel that lets you turn both the TV and receiver off with a single press of the POWER button.

Highlight Receivers and then press SELECT to move the highlight bar to the options list in the center card.

To control the AC Outlet, begin at the Settings Menu:

1. Use the UP or DOWN arrow to highlight Receivers. Press the RIGHT arrow or SELECT button to open the Receivers Menu in the center card.
2. Use the UP or DOWN arrow to highlight AC Outlet and press SELECT or RIGHT arrow.
3. Use the UP or DOWN arrow to choose Always On or On With Receiver. Press SELECT.
4. Press the LEFT arrow to return to the Receivers Menu or press EXIT to return to live television.

Note: The On With Receiver option will always turn the TV and receiver off at the same time. Depending on the model of your TV, however, you may need to turn on the TV and receiver separately. Also, some TV models take longer to warm up when they are plugged into the receiver's AC outlet. In these cases, you may prefer to set AC Outlet Use to Always On or plug your television directly into a wall outlet.

Front Panel Display Options

You can control what information the front panel displays.

To change these options, begin at the Receivers Menu:

1. Use the UP or DOWN arrow to highlight Front Panel Display Options. Press the RIGHT arrow or SELECT button to open the Front Panel Display Options Menu in the center card.
2. Use the UP and DOWN arrows to choose which information to display on your receiver's front panel. Press SELECT.
3. Press the LEFT arrow three times to return to the Settings Menu. Press EXIT to return to live television.

DVR Network

DVR Network allows you to manage settings related to your Whole Home DVR service. These settings include: changing receiver names, viewing DVR network, and changing network status of DVRs.

Highlight Receivers and then press SELECT to move the highlight bar to the options list in the center card. Pressing RIGHT arrow or SELECT will display options pertaining to DVR Network.

Change Receiver Name

Change Receiver Name allows you to provide a name for your receiver. This setting is extremely useful when you subscribe to multiple DVRs for your Whole Home DVR service. It allows you to name DVRs so that you can identify them later while scheduling recordings or while browsing through recorded programs.

To Change Receiver Name, begin at the Receivers Menu:

1. Press the RIGHT arrow or SELECT button to open the Receivers Menu in the center card.

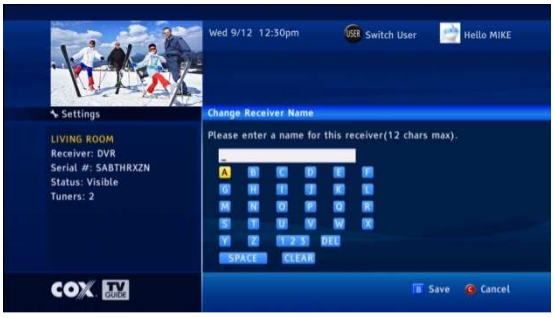
2. Use the DOWN arrow to highlight DVR Network and press SELECT or RIGHT arrow. A DVR Network Menu will display in the center card. With highlight on Change Receiver Name, press SELECT open up the Change Receiver Name dialog box.

3. Using the UP/DOWN/LEFT/RIGHT/SELECT buttons on your remote, enter a suitable name for your DVR.

4. When the name is entered, press the B button to save this new name.

Wed 9/12 12:30pm
Switch User
Hello MIKE
Settings
LIVING ROOM
Receiver: DVR
Serial #: SABTHRXZN
Status: Visible
Tuners: 2
Change Receiver Name
Change Network Status
View DVR Network
View MoCA Password
Press SELECT to change name of this receiver. Naming allows you identify receivers on your DVR network. You must complete this process individually on each receiver.
COX TV GUIDE

Pressing SELECT on Change Receiver Name allows you to provide a name for your receiver.



Press UP/DOWN/LEFT/RIGHT/SELECT buttons to provide a name for the receiver.

A Note About Change Receiver Name

You must complete this process separately on each receiver in your household. If you do not change receiver names, then DVRs will be identified using names such as DVR 1, DVR 2, DVR 3 etc. and non-DVR receivers will be identified as Receiver 1, Receiver 2, Receiver 3 etc.

Change Network Status

Change Network Status controls DVR's availability in the Whole Home Network. Here is what the different statuses mean:

A visible status allows the DVR to make all of its recorded programs and scheduled recordings accessible to any other DVR or non-DVR receiver in the network. Also, a visible status allows a DVR to accept recording requests from any other networked DVR or a non-DVR receiver. In other words, visible status operates both ways.

An invisible status allows the DVR to hide all of its recorded programs and scheduled recordings from being accessed by any other DVR or non-DVR receiver in the network. However, an invisible DVR can access the recorded programs and scheduled recordings that are stored on all visible DVRs in the network. In other words, invisible status operates only one way. Invisible status is beneficial in situations where you do not wish to make recordings from your personal DVR available to other receivers in your household, but at the same time you wish to have full access to recordings stored on other DVRs in your network.

By default, all DVRs in your Whole Home network are set as visible DVRs. To change network status of your DVR, begin at the Receivers Menu.

1. Press the RIGHT arrow or SELECT button to open the Receivers Menu in the center card.

2. Use the DOWN arrow to highlight DVR Network and press SELECT or RIGHT arrow. A DVR Network Menu will display in the center card.

3. Use the DOWN arrow to highlight Change Network Status and press SELECT.

4. Use the UP and DOWN arrow to make the appropriate choice. Press SELECT.

5. Enter Parental Control PIN using the number (0-9) buttons on your remote.

Wed 9/12 12:30pm
Switch User
Hello MIKE
Settings
LIVING ROOM
Receiver: DVR
Serial #: SABTHRXZN
Status: Visible
Tuners: 2
Visible
Invisible
Visible status allows full access from networked receivers to this DVR. All your recorded programs and future recordings on this DVR will become visible to other networked receivers in your home.
COX TV GUIDE

You can change the network status of DVR in the Settings Menu.

6. Press the LEFT arrow three times to return to the Settings Menu or press EXIT to return to live television.

Note: This setting is only available on DVRs. Also, this process may take up to 5 minutes while the DVR List updates.

View DVR Network

View DVR Network allows you to view a summary overview of all your receivers in the Whole Home DVR network. The summary includes a name of the receiver, receiver type whether HD receiver or DVR, serial number and for whether the DVR is set in visible or invisible status.

Press UP/DOWN arrows to view information about receivers in the Whole Home DVR network.

To View DVR Network, begin at the Receivers Menu:

1. Press the RIGHT arrow or SELECT button to open the Receivers Menu in the center card.
2. Use the DOWN arrow to highlight DVR Network and press SELECT or RIGHT arrow. A DVR Network Menu will display in the center card.
3. Use the DOWN arrow to highlight DVR Network and press SELECT or RIGHT arrow to open up the Menu to display a list of receivers in the center card.
4. Using UP/DOWN arrows, browse through different receivers in your Whole Home DVR network. The left card will display pertinent information as you move the highlight up and down the list.

Set Default DVR

If you choose to get multiple DVRs for your home network, we recommend you to set a default DVR for your non-DVR receiver. This allows a non-DVR receiver to use the default DVR as the default go-to DVR for its recordings. This becomes useful when you set up your recording just by pressing the RECORD button on your remote control so that you are not asked to select which DVR you wish to schedule this recording to. Also, this default DVR is used for individual, series, and manual recordings as a default Record To option, but can be easily changed by selecting a different DVR when you schedule your recordings.

To Set Default DVR, begin at the Receivers Menu:

1. Press the RIGHT arrow or SELECT button to open the Receivers Menu in the center card.
2. Use the DOWN arrow to highlight DVR Network and press SELECT or RIGHT arrow. A DVR Network Menu will display in the center card.
3. Use the DOWN arrow to highlight Set Default DVR and press SELECT to open up the Set Default DVR dialog box.
4. Using LEFT/RIGHT arrows, select a DVR you wish to set as a default DVR.
5. When the DVR is selected, press the B button to set this DVR as the default DVR for this receiver.

A Note About Set Default DVR

This option is only available on non-DVR receivers. If you have only one visible DVR in your Whole Home Network, then this option is grayed out.

Turn Pause Live TV On or Off

With the latest software upgrade from Cox, you can now pause live TV on your non-DVR receiver. Once a program is paused, you can also perform fast-forward, rewind, instant replay etc. on the program.

Wed 9/12 12:30pm
Switch User
Hello MIKE
Settings
Change Receiver Name
Set Default DVR
Pause Live TV
View DVR Network
View MoCA Password
On
Off
Press SELECT to enable or disable pausing live TV on this receiver. When this function is enabled, it will use your DVR and its tuners. Once paused, a program can be rewound only up to the point where it was first paused.
COX TV GUIDE

You can turn On or Off Pause Live TV functionality in the Settings Menu.

To turn Pause Live TV On or Off, begin at the Receivers Menu:

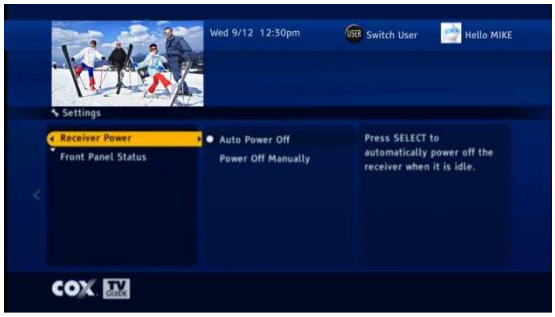
1. Press the RIGHT arrow or SELECT button to open the Receivers Menu in the center card.
2. Use the DOWN arrow to highlight DVR Network and press SELECT or RIGHT arrow. A DVR Network Menu will display in the center card.
3. Use the DOWN arrow to highlight Pause Live TV and press SELECT or RIGHT arrow to open up the Menu to display On or Off in the center card.
4. Using UP/DOWN arrows, highlight On or Off and press SELECT to make the change.

A Note About Pause Live TV

The option to turn on and off pausing live TV is only available on non-DVR receivers. Pausing live TV is always available on DVR receivers.

Power Manager for Energy Efficiency

Now, you can feel good about the environment with the Trio Program Guide. The latest Trio Program Guide includes the ability to automatically turn off your receivers after 4 hours of inactivity to conserve the energy usage in the home. If you do not use your remote control to perform any kind of activity on your receiver, then the receiver will automatically turn off after 4 hours of inactivity. A minute before a receiver turns off, it displays a warning alert that instructs you to press the SELECT button to prevent automatic turning off of your receiver. If there is nobody present to respond to the alert, then your receiver will automatically turn off after 1 minute.



You can have your receivers turn off automatically after 4 hours of inactivity from the Power Manager.

By default, your receivers will automatically turn off. To change from automatic to manual turn off, begin at the Receivers Menu:

1. Press the RIGHT arrow or SELECT button to open the Receivers Menu in the center card.

2. Use the DOWN arrow to highlight Power Manager and press SELECT or RIGHT arrow. A Power Manager Menu will display in the left card.

3. Press the RIGHT arrow or SELECT button to highlight Receiver Power Menu options in the center card.

4. Use the DOWN arrow to highlight Power Off Manually and press SELECT to change your receiver to power off manually.

Front Panel Status

Additionally, you can change the front panel display (clock) to power off when the receiver powers off for additional energy savings. You can control the front panel display to choose whether it is always on or on only when the receiver is on.

To change the front panel status, begin at the Receivers Menu:

1. Press the RIGHT arrow or SELECT button to open the Receivers Menu in the center card.

2. Use the DOWN arrow to highlight Power Manager and press SELECT or RIGHT arrow. A Power Manager Menu will display in the left card.

3. Use the DOWN arrow to highlight Front Panel Status to open its options in the center card.

4. Press the RIGHT arrow or SELECT button to move the highlight bar to the options that appear in the center card.

4. Use the UP and DOWN arrows to choose from the two options, Always On or On With Receiver. Press SELECT.

5. Use the LEFT arrow to return to the Front Panel Status Menu.

6. Press the DOWN arrow to highlight Display Options.

Chapter 12: Pay-Per-View

Pay-Per-View lets you purchase a private telecast of movies, live sporting events, sports packages and adult programming that are offered to all Cox customers at a specific time. You can purchase an event up to 14 days before it airs.

PPV is different than On DEMAND, which allows users to purchase a program any time it is available and watch it immediately.

This Chapter discusses how to purchase, confirm, record and cancel a PPV program.

Purchase Pay-Per-View Programming from the Guide

Currently, PPV programming is identified after choosing a program, when you arrive at the Actions Card. Rather than Watch Now, which appears on free television programs, the first action will say Buy Now.

To order PPV programs, begin at the Guide:

1. Use the UP and DOWN arrows or PAGE UP and PAGE DOWN buttons to find the PPV channel that interests you. PPV channels are typically grouped together in a single area of the channel list.

2. Press the RIGHT arrow or the SELECT button to choose the highlighted channel. The highlight bar will move to first item in the Programs Card.

3. Use the UP and DOWN arrows or PAGE UP and PAGE DOWN buttons to browse PPV programs. Press the RIGHT arrow or SELECT button to choose the highlighted program. The highlight bar will move to Buy Now on the Actions Card.

4. Press SELECT to purchase the program.

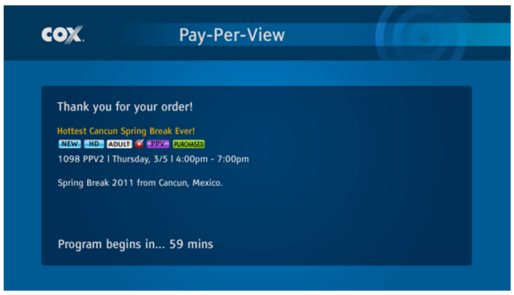
    - If Parental Controls are activated, you will be asked to enter your four-digit Parental Controls PIN.

    - If Purchase Controls are activated, you will be asked to enter your four-digit Purchase PIN.

5. Press the B button to confirm the purchase. Press the C button to cancel the purchase.

PPV Countdown Timer

The PPV Countdown timer provides confirmation of the program that was purchased as well as description of the program, and how many minutes are remaining to start airing the program. The timer appears at 59 minutes before the program begins and it is updated every minute until it reaches 1 minute. The timer disappears when the program begins airing.


COX
Pay-Per-View
Thank you for your order!
Hottest Cancun Spring Break Ever!
NEW HD ADULT PPV PURCHASED
1098 PPV2 | Thursday, 3/5 | 4:00pm - 7:00pm
Spring Break 2011 from Cancun, Mexico.
Program begins in... 59 mins

PPV Countdown timer appears for purchased programs that will begin airing in 59 minutes or less.

Search PPV Content

The Trio Program Guide can help you find a wide variety of content from TV, On DEMAND and Pay-Per-View in a single search. For more information on Search, please see Chapter 9.

Cancel a PPV Purchase

You can cancel a PPV purchase through the Guide when the following two conditions are true. First, the PPV program must be purchased through the Trio Program Guide. Second, cancellation window should be open at that time. When both conditions are met, you will be able to cancel the purchase using the Cancel Purchase action.

If you purchased program by calling Cox Customer Service, then you will need to call them again to cancel a confirmed PPV purchase. Please note that once the program has begun airing and if its cancellation window has elapsed, you will not be able cancel the purchase even by calling Cox Customer Service.

Chapter 13: Error Messages

Occasionally, you may receive an error message. Sometimes the fix is as simple as waiting a few minutes before trying again. Other times, you may be required to call your local Cox Customer Care representative. The table below includes the different error messages you may receive. If you are required to call Cox Customer Care, please make a note of the error code as it will help the representative identify the problem faster.

Subscription

Error Code	Message	You Should
1.1.1 – DVR subscription	Sorry, DVR receiver and a subscription is required. With DVR, you will never miss your favorite programs. Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 1.1.1 when calling.	Contact Cox Customer Service for assistance.
1.1.2 – HD subscription	Sorry, HD programming subscription is required to enjoy this program. Please contact Cox Customer Service to subscribe HD programming. Reference 1.1.2 when calling.	Contact Cox Customer Service for assistance.
1.1.3 – Channel subscription	Sorry, subscription is required to enjoy this program. Please contact Cox Customer Service to subscribe. Reference 1.1.3 when calling.	Contact Cox Customer Service for assistance.
1.1.4 – Subscription On DEMAND	Sorry, subscription to this package is required to enjoy this program. Please contact Cox Customer Service to subscribe. Reference 1.1.4 when calling.	Contact Cox Customer Service for assistance.
1.1.5 – Adult programming disabled	Sorry, you are no longer authorized to watch adult programming. Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 1.1.5 when calling.	Contact Cox Customer Service for assistance.
1.1.6 – Zone channels disabled	Sorry, you are currently not authorized to view Zone Channels. Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 1.1.6 when calling.	Contact Cox Customer Service for assistance.
1.1.7 – Whole-Home DVR receiver unauthorized	Sorry, this receiver is no longer authorized to play recorded programs from your DVR. Please contact Cox Customer Service for assistance. Reference 1.1.7 when calling.	Contact Cox Customer Service for assistance.

1.1.8 – Cannot record	This receiver cannot schedule recordings. This feature is coming soon. Please schedule the recordings on your DVR receiver. If you do not have a DVR receiver and wish to get one, please contact Cox Customer Service at (866) 961-1207. Reference 1.1.8 when calling.	Contact Cox Customer Service for assistance.

DVR

Error Code	Message	You Should
2.1.2.1 – Alert	Sorry, we have experienced a problem playing back this recording. Please try again in few minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 2.1.2.1 when calling.	Contact Cox Customer Service for assistance.
2.1.2.2 – Alert	Sorry, we have experienced a problem playing back this recording. Please try again in few minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 2.1.2.2 when calling.	Contact Cox Customer Service for assistance.
2.1.2.3 – Alert	Sorry, we have experienced a problem playing back this recording. Please try again in few minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 2.1.2.3 when calling.	Contact Cox Customer Service for assistance.
2.1.2.5 – Alert	Sorry, we are currently experiencing some technical difficulties. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 2.1.2.5 when calling.	Contact Cox Customer Service for assistance.
2.1.2.6 – Alert	Sorry, we have experienced a problem with your Whole Home DVR network. Please try again in few minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 2.1.2.6 when calling.	Contact Cox Customer Service for assistance.
2.1.2.7 – Alert	Sorry, we have experienced a problem playing back this recording. Please try again in few minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 2.1.2.7 when calling.	Contact Cox Customer Service for assistance.
2.1.2.8 – Alert	Sorry, we have experienced a problem playing back this recording. Please try again in few minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 2.1.2.8 when calling.	Contact Cox Customer Service for assistance.

2.1.2.9 – Alert	Sorry, we have experienced a problem with your Whole Home DVR network. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 2.1.2.9 when calling.	Contact Cox Customer Service for assistance.
2.1.3 – Program not playing	Sorry, we have experienced a problem with your Whole Home DVR network. Please try again in 15 minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 2.1.3 when calling.	Contact Cox Customer Service for assistance.

Services

Error Code	Message	You Should
3.1.1 – Service unavailable	Sorry, there is currently no TV signal detected for this channel. The channel may be temporarily off air. Please try again later. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 3.1.1 when calling. Alternatively, you can press the GUIDE button on your remote control to watch programs on other channels.	Change channel or contact Cox Customer Service for assistance.
3.2.1 – PIN locked	Sorry, your PIN has been locked. Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 3.2.1 when calling.	Contact Cox Customer Service for assistance.
3.2.2 – Purchase PIN not set	Sorry, we have experienced technical difficulties while setting your Purchase PIN. Please try again. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 3.2.2 when calling.	Contact Cox Customer Service for assistance.
3.2.3 – Parental PIN not set	Sorry, we have experienced technical difficulties while setting your Parental Control PIN. Please try again. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 3.2.3 when calling.	Contact Cox Customer Service for assistance.

Pay-Per-View

Error Code	Message	You Should
4.1.1004 – Not authorized	Sorry, you are not authorized to purchase this program. Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 4.1.1004 when calling.	Contact Cox Customer Service for assistance.

4.1.1007 – Credit limit exceeded	You have exceeded your maximum credit limit to purchase this program. Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 4.1.1007 when calling.	Contact Cox Customer Service for assistance.
4.1.16 – Credit not sufficient	Sorry, you currently have insufficient credit to purchase this program. Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 4.1.16 when calling.	Contact Cox Customer Service for assistance.
4.1.1999 – Alert	Sorry, you purchase did not go through due to some technical difficulties. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 4.1.1999 when calling.	Contact Cox Customer Service for assistance.
4.1.2 – Blacked out	Sorry, his program is currently blacked out and is not available for purchasing. Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 4.1.2 when calling.	Contact Cox Customer Service for assistance.
4.1.3 – Purchase functionality disabled	Sorry, your purchase functionality has been disabled. Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 4.1.3 when calling.	Contact Cox Customer Service for assistance.
4.1.32 – Program not purchasable	Sorry, this program has already begun airing and is not available for purchasing. Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 4.1.32 when calling.	Contact Cox Customer Service for assistance.
4.1.4 - Alert	Sorry, we are currently experiencing some technical difficulties. Please try again. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 4.1.4 when calling.	Contact Cox Customer Service for assistance.
4.1.5 – Heavy network traffic	Sorry, we are currently experiencing heavy network traffic and are unable to process this request. Please try again in 15 minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 4.1.5 when calling.	Contact Cox Customer Service for assistance.
4.1.6 - Alert	Sorry, we are experiencing some technical difficulties. Please try again in 15 minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 4.1.6 when calling.	Contact Cox Customer Service for assistance.

Guide

Error Code	Message	You Should
5.1.13 - Alert	Sorry, we are currently experiencing some technical difficulties. Please try again in 15 minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 5.1.13 when calling.	Contact Cox Customer Service for assistance.
6.1.1536 – Alert	Sorry, we are currently experiencing some technical difficulties. You can watch programming by directly tuning to the channels. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 6.1.1536 when calling.	Use the number buttons (0-9) on the remote control to tune directly to your channel. If the problem continues, contact Cox Customer Service.
6.1.272 – Alert	Sorry, we are currently experiencing some technical difficulties. You can watch programming by directly tuning to the channels. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 6.1.272 when calling.	Use the number keys (0-9) on the remote control to tune directly to your channel. If the problem continues, contact Cox Customer Service.
6.1.1280 - Alert	Sorry, we are currently experiencing some technical difficulties. You can watch programming by directly tuning to the channels. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 6.1.1280 when calling.	Use the number buttons (0-9) on the remote control to tune directly to your channel. If the problem continues, contact Cox Customer Service.
6.1.768 - Alert	Sorry, we are currently experiencing some technical difficulties. You can watch programming by directly tuning to the channels. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 6.1.768 when calling.	Use the number buttons (0-9) on the remote control to tune directly to your channel. If the problem continues, contact Cox Customer Service.

On DEMAND

Error Code	Message	You Should
7.0x9000 ─ Alert	Sorry, there is currently a problem with this title. Please make another selection. (OEC)	Contact Cox Customer Service for assistance.
7.1.1003 ─ Alert	Sorry, we cannot process your order at this time. Please try again. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 7.1.1003 when calling.	Contact Cox Customer Service for assistance.
7.1.1004 ─ Alert	Sorry, your authorization to this program has just expired. Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 7.1.1004 when calling.	Contact Cox Customer Service for assistance.

7.1.404 ─ Alert	Sorry, we are currently experiencing some technical difficulties. Please try again in 15 minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 7.1.404 when calling.	Wait 15 minutes and try again. If the problem continues, please contact Cox Customer Service.
7.1.502 ─ Alert	Sorry, this request is taking too long to process. Please try again in 15 minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 7.1.502 when calling.	Wait 15 minutes and try again. If the problem continues, please contact Cox Customer Service.
7.1.8309 ─ Alert	Sorry, we are currently experiencing some technical difficulties. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 7.1.8309 when calling.	Contact Cox Customer Service for assistance.
7.3.8806 ─ Alert	Sorry, we are currently experiencing some technical difficulties. Please try again in 15 minutes or choose another On DEMAND program. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 7.3.8806 when calling.	Wait 15 minutes and try again. If the problem continues, please contact Cox Customer Service.
7.2.0x24 ─ Alert	We are sorry. We cannot complete your request. Please try again in 15 minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 7.2.0x24 when calling.	Wait 15 minutes and try again. If the problem continues, please contact Cox Customer Service.
7.0x9000 ─ Alert	We are sorry. We are experiencing some technical difficulties with this program. Please make another selection. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 7.0x9000 when calling.	Try again. If the problem continues, please contact Cox Customer Service.
7.2.0x9002 ─ Alert	Sorry, we are unable to authorize your order. Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 7.2.0x9002 when calling.	Contact Cox Customer Service for assistance.
7.1.1003 ─ Alert	Sorry, we cannot process your order at this time. Please try again. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 7.1.1003 when calling.	Try again. If the problem continues, please contact Cox Customer Service.
7.1.1004 – Authorization expired	Sorry, your authorization to this program has just expired. Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 7.1.1004 when calling.	Contact Cox Customer Service for assistance.

7.2.0x14 ─ Alert	Sorry, we are currently experiencing some technical difficulties. Please try again in 15 minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 7.2.0x14 when calling.	Wait 15 minutes and try again. If the problem continues, please contact Cox Customer Service.
7.3.8001 ─ Alert	Sorry, we are currently experiencing some technical difficulties. Please try again in 15 minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 7.3.8001 when calling.	Wait 15 minutes and try again. If the problem continues, please contact Cox Customer Service.
OEC ─ Alert	We are experiencing difficulty with your selection. Please try again.	Try again. If the problem continues, please contact Cox Customer Service.

Interactive Services

Error Code	Message	You Should
8.1.1– Alert	Sorry, Call Log information is unavailable at this moment. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 8.1.1 when calling.	Contact Cox Customer Service for assistance.
8.1.5 – Alert	Sorry, we are currently experiencing some technical difficulties. Please try again in 15 minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 8.1.5 when calling.	Wait 15 minutes and try again. If the problem continues, please contact Cox Customer Service.
8.1.6 ─ Alert	We are sorry, TV Caller ID notifications are unavailable to you at this time. This may occur for one of the following reasons: 1. you are not subscribed to Cox Digital Telephone Service, 2. you are subscribed to Cox Digital Telephone Service but are not subscribed to Caller ID, or 3. you are a subscriber but have Privacy Manager turned on. If you are a Cox Digital Telephone customer and have recently ordered Caller ID, please try to access Phone Tools on TV again, allowing up to 24 hours for this service to become active. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 8.1.6 when calling.	Contact Cox Customer Service for assistance.

9.5.6 – Alert	Sorry, we are currently experiencing some technical difficulties. Please try again in 15 minutes. If the problem continues, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 9.5.6 when calling.	Wait 15 minutes and try again. If the problem continues, please contact Cox Customer Service.

Receiver Test

Error Code	Message	You Should
10.1.15 – Receiver may have intermittent problems retrieving Guide data	If you do not see program titles and descriptions in the Guide within 30 minutes, please contact Cox Customer Service at (866) 961-1207. Reference 10.1.15 when calling.	Wait 30 minutes and see if program titles and descriptions are available in the Guide. If the problem continues, please contact Cox Customer Service.
10.1.31 – Receiver may have intermittent problems retrieving Guide data	If you do not see program titles and descriptions in the Guide within 30 minutes, please contact Cox Customer Service at (866) 961-1207. Reference 10.1.31 when calling.	Wait 30 minutes and see if program titles and descriptions are available in the Guide. If the problem continues, please contact Cox Customer Service.
10.1.32 ─ Receiver may have intermittent problems retrieving pay-per-view program data	If you do not see pay-per-view program titles and descriptions in the Guide, please contact Cox Customer Service at (866) 961-1207. Reference 10.1.32 when calling.	Contact Cox Customer Service for assistance.
10.1.10 – Receiver is unable to communicate with the network	Please contact Cox Customer Service at (866) 961-1207. After entering your account information in the automated menu, select the "Technical Support" option, then select "Cable TV", and finally select the "Box Reset" option. All receivers may take up to 15 minutes to reset. If the problem continues, please contact Cox Customer Service to speak with a representative. Reference 10.1.10 when calling.	Contact Cox Customer Service for assistance.
10.1.11 – Receiver is unable to communicate with the network	Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.11 when calling.	Contact Cox Customer Service for assistance.
10.1.12 – Receiver is unable to communicate with the network	Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.12 when calling.	Contact Cox Customer Service for assistance.

10.1.13 – Receiver is unable to communicate with the network	Please contact Cox Customer Service at (866) 961-1207. After entering your account information in the automated menu, select the "Technical Support" option, then select "Cable TV", and finally select the "Box Reset" option. All receivers may take up to 15 minutes to reset. If the problem continues, please contact Cox Customer Service to speak with a representative. Reference 10.1.13 when calling.	Contact Cox Customer Service for assistance.
10.1.20 – Unable to test On DEMAND	Please press the On DEMAND button on the remote control and select a program to play. If you are unable to play the program, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.21 when calling.	Play an On DEMAND program. If the problem continues, please contact Cox Customer Service.
10.1.21 – Unable to test On DEMAND	Please press the On DEMAND button on the remote control and select a program to play. If you are unable to play the program, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.21 when calling.	Play an On DEMAND program. If the problem continues, please contact Cox Customer Service.
10.1.24 – Receiver is not enabled for Whole Home DVR	Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.24 when calling.	Contact Cox Customer Service for assistance.
10.1.25 – Receiver is not enabled for Whole Home DVR	Please contact Cox Customer Service at (866) 961-1207. After entering your account information in the automated menu, select the "Technical Support" option, then select "Cable TV", and finally select the "Box Reset" option. All receivers may take up to 15 minutes to reset. If the problem continues, please contact Cox Customer Service to speak with a representative. Reference 10.1.25 when calling.	Contact Cox Customer Service for assistance.
10.1.26 – Receiver is not enabled for Whole Home DVR	Please contact Cox Customer Service at (866) 961-1207. After entering your account information in the automated menu, select the "Technical Support" option, then select "Cable TV", and finally select the "Box Reset" option. All receivers may take up to 15 minutes to reset. If the problem continues, please contact Cox Customer Service to speak with a representative. Reference 10.1.26 when calling.	Contact Cox Customer Service for assistance.
10.1.27.1 – Non-Cox MoCA devices were detected on your home network	Please disconnect any MoCA devices not provided by Cox and run the receiver test again. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 10.1.27.1 when calling.	Please disconnect any MoCA devices not provided by Cox and run the receiver test again. If the problem continues, contact Cox Customer Service.

10.1.27.2 – Test has detected fewer receivers than the actual number of authorized receivers on your home network	Please ensure that all receivers are connected to a cable outlet and are powered on. If the problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 10.1.27.2 when calling.	Please ensure that all receivers are connected to a cable outlet and are powered on. If the problem continues, contact Cox Customer Service.
10.1.28 – Problems with your Whole Home DVR network	Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.28 when calling.	Contact Cox Customer Service for assistance.
10.1.29 – Unable to test On DEMAND	Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.29 when calling.	Contact Cox Customer Service for assistance.
10.1.30 – Problem detected	Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.30 when calling.	Contact Cox Customer Service for assistance.
10.1.5 – Problem detected	Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.5 when calling.	Contact Cox Customer Service for assistance.
10.1.6.1 – Possible problem detected	If you have problems with your TV service, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.6.1 when calling.	Contact Cox Customer Service for assistance.
10.1.6.2 – Problem detected	Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.6.2 when calling.	Contact Cox Customer Service for assistance.
10.1.6.3 – Possible problem detected	If you have problems with your TV service, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.6.3 when calling.	Contact Cox Customer Service for assistance.
10.1.6.4 – Possible problem detected	If you have problems with your TV service, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.6.4 when calling.	Contact Cox Customer Service for assistance.
10.1.7.1 – Problem detected	Your receiver may not have been properly connected to a cable outlet. Please connect the receiver to the cable outlet and run the receiver test again. If problem continues, please contact Cox Customer Service at (866) 961-1207. Reference 10.1.7.1 when calling.	Please connect the receiver to the cable outlet and run the receiver test again.
10.1.7.2 – Possible problem detected	If you have problems with your TV service, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.7.2 when calling.	Contact Cox Customer Service for assistance.

10.1.7.3 – Possible problem detected	If you have problems with your TV service, please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.7.3 when calling.	Contact Cox Customer Service for assistance.
10.1.8 – Problem detected	Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.8 when calling.	Contact Cox Customer Service for assistance.
10.1.9 – Problem detected	Please contact Cox Customer Service at (866) 961-1207 for assistance. Reference 10.1.9 when calling.	Contact Cox Customer Service for assistance.

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